

Quality Management Policy

ADR Carriers Limited

Church View, Newton Arlosh, Wigton, CA7 5ET

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Policy Statement

ADR Carriers Limited is committed to delivering the highest standards of service in the transportation of hazardous and non-hazardous goods. Our quality management policy ensures that our services consistently meet or exceed customer expectations while complying with all applicable regulations and industry standards.

Objectives

To uphold our commitment to quality, ADR Carriers Limited will:

1. **Customer Focus**
 - Understand and meet the needs of our customers by maintaining open communication and delivering reliable, efficient services.
 2. **Compliance and Standards**
 - Ensure all operations comply with applicable legal, regulatory, and customer requirements, particularly in the transportation of dangerous goods.
 3. **Continuous Improvement**
 - Establish and review quality objectives regularly to drive improvement in our services, processes, and performance.
 4. **Employee Engagement and Training**
 - Provide ongoing training and development opportunities to ensure employees are skilled, competent, and motivated to contribute to the company's success.
 5. **Operational Excellence**
 - Maintain effective systems, procedures, and technologies to ensure consistent service delivery and the highest levels of operational efficiency.
 6. **Supplier and Partner Collaboration**
 - Work closely with suppliers, contractors, and partners to align on quality expectations and ensure seamless operations.
 7. **Performance Monitoring**
 - Implement a robust quality management system to track performance, identify areas for improvement, and take corrective actions promptly.
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Responsibilities

Management

- Lead by example in promoting a culture of quality and continuous improvement.

- Provide the necessary resources and support for the implementation and maintenance of the quality management system.

Employees

- Ensure compliance with established procedures and actively participate in quality initiatives.
- Take responsibility for the quality of work within their roles and report any issues or opportunities for improvement.

Suppliers and Contractors

- Meet the quality standards and requirements set by ADR Carriers Limited.
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Implementation

This policy is integral to ADR Carriers Limited's operations and is embedded in our quality management system, which aligns with the principles of ISO 9001. It is communicated to all employees and stakeholders and is regularly reviewed for effectiveness and relevance.

Approved by:

Stuart Dargue
Director, ADR Carriers Limited

Date: 01/11/2024

Review Date: 01/11/2026

This policy demonstrates ADR Carriers Limited's dedication to quality and customer satisfaction. Through continuous improvement and adherence to this policy, we aim to strengthen our reputation as a trusted leader in the transport industry.