



## STATION CARS QUALITY POLICY



The objective of **Station Cars** is to provide a private hire car service for the carriage of people and light goods. The company aims to provide a high quality professional service to its client base, working within clients own guidelines and specifications whilst complying with all legal obligations and any other requirements of the business.

In order to achieve this objective, **Station Cars** will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2008.

In particular, we will:

- Work closely with businesses, account and individual customers, Local Authorities and other social care support organisations to ensure that the type of customer services provided evolves and responds to that of their changing demands and needs.
- Monitor and measure the effectiveness of our business processes and objectives through our Management Reviews and Internal Audit Processes
- Proactively seek feedback from our customers on how well our services meet their requirements through customer satisfaction questionnaires and set objectives for continuous improvement from the collated feedback
- Select and work closely with local businesses who enable us to provide and deliver a reliable service
- Recruit employees and encourage them to be customer focussed. We will support them with appropriate training and systems to ensure their competence always meets Station Cars requirements
- Provide a work environment that promotes the well being of our employees, and encourages positive teamwork
- Ensure that all employees are aware of our Quality Policy and are committed to the effective implementation and maintenance of our Quality Management System and its continual improvement
- Ensure that the company complies with all necessary regulatory and statutory requirements

The continual improvement of the effectiveness of our Quality Management System is fundamental to the success of our business and must be supported by all employees as an integral part of their daily work.

**Signed on behalf of Station Cars:**

Neil Taplin

**Position:** Director

**Date:** 01/10/2013

This policy is publicly available to interested external parties and copies are available upon request.