

Potteries

HEAVY HAULAGE

QUALITY POLICY STATEMENT

Potteries Heavy Haulage was established in 2005 to provide transport services within the UK and Internationally.

Potteries Heavy Haulage is committed to maintaining a high level of service to all customers.

To ensure that this policy is well-defined, understood and effectively implemented throughout all areas of the company's operations, the company have defined a quality management system in compliance with the current requirements of ISO 9001:2015.

The main objectives of this policy are:

- To continually promote improvement in all areas of the company's operations
- To continually provide the best service possible to all our customers by continually striving to improve / exceed our customers' expectations
- Ensuring that the necessary resources for the QMS are provided
- Ensuring that the QMS is achieving its intended results through audit and management reviews, which will be undertaken at least twice per year or as deemed necessary
- Promoting the use of 'Risk Based Thinking'
- Supporting and directing those contributing to the effectiveness of the QMS
- Ensuring that all work undertaken is in line with our QMS, operating procedures and policies.

It has been recognised that these objectives will be achieved by:

- Staff input and management leadership
- Working closely with our customers to understand their requirements
- Providing additional training / support to personnel to enable them to carry out their role
- Providing financial support / resources to implement the policy
- Regular communication with customers, sub-contractors, suppliers and staff regarding any quality issues

Though the Managing Director has ultimate responsibility for our Quality Management System all interested parties have a responsibility within their own areas of work to help ensure that this Quality Policy is entrenched within the entire company.

This statement will be displayed on company notice boards and can be provided externally to all interested parties upon request.



Michael Edwards
Managing Director

Date: 12th July 2017