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**Quality Policy**

**Jordon Freight aim to set the professional standard for service in the Freight Forwarding sector, being an exemplar company for the provision of premium logistical and forwarding services**.

**This will be achieved by: -**

* Understanding our customer’s requirements in terms of delivery, quality, service and price
* Using our passion and knowledge to assess and continually improve our services.
* Strengthening the abilities of our staff through ongoing training
* Building long-term relationships with key suppliers in order to continually provide effective solutions for our customers
* Providing a unique difference through drive, commitment, flexibility and simply going that extra mile

**The Senior Management Team shall**

1. Take accountability for the effectiveness of the QMS during all management meetings
2. Ensure that the quality policy and objectives set for the QMS are in line with the context and strategic direction of Jordon Freight.
3. Ensure that the QMS is integrated into the day to day business process.
4. Promote the use of the process approach and risk-based thinking.
5. Ensure that Jordon Freight provide adequate resources to meet the QMS objectives.
6. Promote and communicate the importance of the QMS to employees and underline the importance of meeting the QMS requirements.
7. Ensure that the QMS achieves its intended results
8. Direct and support employees to contribute to the effectiveness of the QMS and in their role of executing their responsibilities.
9. Engage and promote employees to continuously initiate, recommend and improve the QMS.
10. Ensure that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
11. Ensure that risks and opportunities that can affect our services and ability to deliver enhanced customer satisfaction are determined and addressed
12. Ensure that the focus on enhancing customer satisfaction is maintained

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Jon Swallow, Chief Executive

**Date:** 14.03.23