

## **NICE Travel Solutions Ltd Quality Assurance Statement**

NICE Travel Solutions Ltd was established in 2015 to provide passenger transport services. We are based in Ipswich, Suffolk, United Kingdom and serve the East Anglia region.

Quality is important to our business because we value our customers, employees, and partners. We strive to provide our customers with services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer, employee, and partner feedback
- a customer complaints procedure
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback, and complaints

Our internal procedures are reviewed regularly and are held in our Policies folder which is made available to all employees.

Although the Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

The policy review date is 5<sup>th</sup> October 2024.

Signed:..NURUL ISLAM CHOWDHURY... (Director)

Date:...05/10/2023....

We review and update our policies on an annual basis, and make ad hoc changes where required.