

Subject: Quality Policy and Mission Statement

Clause: 5.3

Young Brothers Transport Ltd have established a standard of quality for our services, primarily to achieve a level of performance, that will protect and enhance our reputation within the market sector we serve and enable us to satisfy the ever more stringent demands and requirements of our customers, together with any applicable specification, national or international standard whilst supporting the financial needs of our business.

To ensure that those requirements are met, it is the policy of Young Brothers Transport Ltd, to emphasise quality awareness and assurance in all aspects of company activities. We aim to achieve, the following quantifiable goals:

- A profitable, sustainable and growing business, through the identification and satisfaction of our customer needs
- Continuous improvement in both customer satisfaction and in house performance/improvement targets set at Management Review level.
- Establishing an environment in which the commitment of all individuals to achieve the desired excellence is not only expected, but also encouraged and recognised.
- Close liaisons with all key suppliers and sub contractors to ensure that only products and services, which fully conform to requirements are available to our customers and encouragement of those sources to join with us in a commitment to a zero defect environment, both in terms of product and service quality.
- Close liaisons with all our customers to ensure the growth of customer satisfaction and the gaining of new markets for our expertise.

To support this policy, a fully documented system to control the services and operations is integral within the company structure. This system also addresses the requirements of **EN ISO 9001 2000** and provides assurance to our customers that all activities conform to our specified standards and that services supplied conform to the requirements of the contract and any regulatory requirements.

We recognise that all employees have an input to and responsibility for the quality and performance of our products. Therefore selection, training and employee development, hold a position of high importance within the company for all aspects of our activities.

The documented quality policy, system, its procedures and standing instructions are subject to Management Review for their effectiveness and improved as required. Other working practices that strengthen the quality assurance programme and our customers perception of Young Brothers Transport Ltd shall also be reviewed and be subject to improvement as required.

Internal Procedure Reference: Not Applicable