

QUALITY MANAGEMENT POLICY

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Created By: Kay Rhucroft	Reviewed By: Tony Harrison	Approved By: Tony Harrison	

QUALITY MANAGEMENT POLICY

At the LV Logistics Group, we are committed to ensuring that the services we provide are of the highest quality and where possible exceed the expectations of our clients and partners and to ensuring that the quality of such provision continually improves.

Our quality management system exists in order to support our commitment to satisfy the applicable requirements of ISO 9001 and the continual improvement of our system.

PRINCIPLES

We aim to be the preferred supplier of logistical and freight handling services; we shall achieve this objective through the effective implementation of our management systems which shall reflect the requirements of ISO 9001 and in support of LV Logistics' strategic direction.

Senior management are responsible for providing the necessary leadership and support and for suitable content and guidance held within the framework of our management systems where:

- » The business processes we use to deliver quality products and services are defined.
- » Objectives for improving the quality of our products and services are set, implemented and monitored.
- » Risks and opportunities are identified and addressed.
- » Customer feedback is obtained and used to continually improve customer satisfaction.
- » The need for corrective and improvement actions are identified and necessary actions taken.
- » Regulatory compliance is achieved.
- » Employees have necessary training and competencies, are given responsibility for the successful operation of business processes and are made aware of their responsibility.
- » The performance of sub-contractors and suppliers is controlled.
- » The documents and records necessary for the effective functioning of the management system are maintained.

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LV Logistics senior management will also provide direction and resources necessary to ensure the continual improvement of our operational capabilities and the services we offer to our clients.

All LV Logistics staff, directly contracted employees and sub-contracted or temporary staff are responsible for:

- Understanding and complying with all policies, procedures and instructions relating to their position within the company.
- Seeking clarification when encountering unclear plans, instructions and procedures.

Whilst the ultimate responsibility for content of this Policy lies with the LV Board of Directors, the responsibility for effective issue, implementation and adherence thereto is the responsibility of our local partners and Directors.



Mark Van Herk
Chief Executive Officer

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