

Policies & Procedures

Subject: Quality Policy

Date: 02 September 2024

Title: Quality Policy	Written By: A Richardson
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Quality Policy

Overview

Ellerman City Liners are committed to providing the highest standards of service whilst maintaining the integrity of the supply chain to ensure client satisfaction. The statements within this Quality policy are in alignment with the requirements of ISO 9001:2015 accreditation, which allows Ellerman City Liners to establish quality objectives for carrying out Import and Export services, it provides to customers, and interested parties.

Ellerman City Liners Senior management are committed to:

Continuous improvement of the Quality Management System within the organisation in development of our people, Policy, Processes & Procedures, and commitment to client relationships:

Quality Management System

- Ellerman City Liners operate to a Quality System that meets or exceeds all standards set out within the ISO 9001:2015 Standard. These provide the foundation with which we ensure consistent standards are provided to our customer and interested parties.

Health & Safety

- We provide a safe working environment at all Ellerman City Liners locations.
- Nomination of a Responsible Person to ensures that all Health & Safety requirements are met.

Process & Audit

- Our QMS holds details of all processes required for compliance ISO 9001:2015
- To ensure on-going compliance with ISO 9001:2015 and to identify any areas of possible non-compliance (NCR) regular internal audits are carried out. Results are used:
 - Within our framework of continuous improvement
 - Reviewed during the Management Review Meetings
 - To review and establish Quality Objectives

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Corrective Action – Preventative Action (CAPA)

- By use of CAPA process, Ellerman City Liners ensure that quality issues are identified, fully investigated, and that updated procedures are implemented in alignment with our risk-based methodology.

Training & Development

- Ellerman City Liners provide access to training and development for our employees based upon the function within the IMS and the principles of empowerment and accountability

Review

QMS reviews in line with the requirements of ISO 9001:2015 are held at regular intervals to measure our performance against agreed Quality objectives and Key Performance Indicators (KPI). KPI criteria are developed and agreed by Ellerman City Liners senior management and in conjunction with our customers during formation of the Service Level Agreement (SLA). This data is used to validate that Ellerman City Liners have met or exceeded customer expectations. Feedback is also used as part of the continuous improvement process used to drive development and efficiencies within the IMS.

Ellerman City Liners have formulated a complaints process within our QMS. Complaints are also reviewed during the Management Review meetings and are used to formulate new procedures and development of on-going service standards. Our internal procedures are reviewed regularly through our internal audit process and all relevant procedures are made available to all employees at induction and via our HR portal for future reference.

Responsibility

Whilst the Group Head of SHEQ Manager has ultimate accountability for Quality, all employees have a responsibility within their own areas of work to help ensure that the QMS is embedded within the whole of the company.

Name.....

Signed:

Date: