

## **SSL QUALITY POLICY**

### **CUSTOMER FOCUS**

*It is the objective of Spedition Services Ltd to ensure that all contracts for transportation are handled in accordance with the requirements and expectations of our clients*

### **COMMITMENT**

*In order to maintain a high degree of efficiency and ensuring that our clients' needs are continually monitored, we have adopted a Quality System that conforms to ISO 9001:2015*

### **CONTINUAL IMPROVEMENT & VERIFICATION**

*Independent verification shall be performed by an accredited body. Continual analysis and improvement will be carried out by means of Internal Audits, Supplier Evaluations, Trend Analysis and Management Review.*

### **UNDERSTANDING**

*Operational staff are familiar with the preconditions of ISO 9001:2015 and are competent in their abilities to meet the requirements of their specific posts.*

### **IMPLEMENTATION**

*All systems and procedures implemented are mandatory and binding for the entire company and shall be strictly adhered to by all Directors and employees.*

### **MAINTENANCE & REVIEW**

*Periodic reviews of the specific quality objectives are undertaken, as well as checks to confirm adherence to the procedures and to ensure that the level of service to our customers is maintained at all times.*

***Approved by: Yasmin Fazal, Owner***

The company ensures that this policy is understood, implemented and maintained at all levels in the organisation.