



Quality Policy

J Swingler Transport believes that delivering products and services which not only satisfy the customer's requirements but exceeds their expectations is paramount to providing a quality service.

To this end, the Management Team are committed to complying with the requirements of ISO 9001:2015 and have put in place an integrated Business Management System in accordance with this and ISO14001:2015 and ISO 45001:2018.

Senior Management are committed to ensuring continual improvement of the system, compliance with applicable legal and other requirements.

As a means of ensuring this continual improvement, timely objectives and targets shall be compiled and appropriate programmes put in place to deliver these objectives.

Adequate resources will be put into all areas of the company's operations to ensure that the integrated management system is adequately maintained and developed and works are completed on time and to the customer's satisfaction.

It is the company's intention to minimise time and losses, achieving continual improvement through operations and communications.

In pursuit of this policy, Senior Management will ensure that customer requirements are fully understood on all contracts and adequately communicated to employees in order that the customer expectations are not only achieved but enhanced.

Methodologies will be put in place to measure and monitor customer satisfaction, compliance with legislation and establishment of environmental aspects. Senior management will regularly review and analyse the findings and take appropriate action.

In order to ensure that all staff and sub-contractors understand the importance of good quality workmanship the company will provide any training and instruction necessary and will monitor its effectiveness.

This policy will be communicated to all employees, contractors and other interested parties and will be reviewed at least annually for effectiveness and relevance to the business.

A handwritten signature in black ink, appearing to be 'Anthony Thompson', is written over a horizontal line.

Signed: _____
Anthony Thompson
Proprietor

BMS 004	Rev 2	2 January 2024
Reviewed Michelle Woodward		Renewal due Jan 2025