

MURRAY HOGG – QUALITY MANUAL

Quality Policy & Objectives Statement

Murray Hogg Limited (MHL) quality policy is to provide its customers with an efficient service of the highest standard in the provision of the transportation and warehousing to our customers.

Striving to exceed expectations in order to enhance the company's professional image, reputation and ability to create long term relationships with our customers.

To satisfy the requirements of all "interested parties" and promotion of the use of the process approach and risk based thinking throughout the organisation.

The management team of MHL is fully committed to the development, maintenance and improvement of the quality management system, adopting the principles and requirements of ISO 9001. The requirements of the quality management system are mandatory, failure of employees or sub-contractors to comply with such requirements may result in disciplinary or remedial action being taken.

Successful implementation of this policy requires the commitment from all employees in support of processes that intuitively make sense. All employees are expected to take responsibility for the quality of their own work and are encouraged to actively contribute to the continual improvement of our standards, processes, product delivery and service.

The strategic objectives of the Quality Management System are:

- To contribute to continually improving MHL business, profits and reputation.
- To achieve and maintain a level of quality and customer satisfaction that we are proud to be associated with.
- To achieve and maintain an efficient service of the highest possible standard in the provision of transportation and warehousing to our customers
- To ensure compliance with all relevant & statutory regulations.
- To develop a company culture in which all employees actively contribute to continually improving the quality of the products and services provided by MHL
- To maintain and improve a quality management system that complies with ISO 9001 requirements and principles

A series of Key Performance Indicators and related improvement plans shall be developed to address, measure, analyse and improve performance against stated objectives.

This policy and objectives statement shall be communicated within MHL, be available to interested parties, as appropriate and be regularly reviewed for its continued suitability.

Signed:



Murray Hogg, Managing Director

Date: 10.03.2017

Distribution: All employees and relevant interested parties