

HSE Management System Manual

QUALITY POLICY- PCHSE-027

POLICY

Palmer's Coaches is committed to achieving the highest quality standards of service to meet clients' current and future needs. All documented policies and procedures are prepared in accordance of ISO9001 standards.

This focus on quality is based on:

- A focus on understanding clients' needs.
- A commitment to service excellence.
- Company systems, policies, procedures and processes designed to maintain consistent, high quality service delivery.

Palmer's Coaches delivers on this quality commitment in the following ways:

- Staff induction and training to develop and maintain the skills needed to deliver a safe, high quality service.
- Constant reviews and checks of vehicles to ensure they are in top operating condition – maximising safety, reliability and quality of service.
- Daily cleaning of vehicles to maintain immaculate presentation of vehicles.
- Advanced scheduling capabilities to ensure on time performance at all times.
- Commitment to fleet renewal and adoption of technologies that improve reporting to clients, safety performance and reduce environmental emissions.
- Through good service and communication skills, striving for the highest level of interpersonal communication and service to passengers and clients.
- Regular reporting and good documentation systems to provide transparency and quality information to clients.
- Programmed fleet maintenance to ensure high operational standards for all vehicles and minimise the incidence of break down.
- Emergency breakdown services and back up arrangements to ensure that all planned services are delivered.
- When service, communication, performance or environmental incidents occur, the company reviews causes and introduces improved processes based on review outcomes.
- All staff have individual responsibility for understanding and applying this Quality Policy in the performance of their tasks.
- Company management is fully committed to this Quality Policy through active participation in quality improvement activities and leadership by example.

Policy review process;

Palmer's Coaches will review this policy every year unless any changes are required or if any issues arise during that period or changes to information supplied.

Next Policy Review; 1st February 2018 unless otherwise required.

Rick Palmer
Managing Director

01/02/2017

Bruce Adams
General Manager

Revision History						
Document Ref:	Quality Service Policy- PCHSE-027		Revision:	03	Approval Date:	01/02/2015
Document Owner:	Palmer's Coaches – Safety & Compliance Manager		Approved by:	Palmer's Coaches – Managing Director		
This document cannot be modified without the approval of the Palmer's Coaches – Safety & Compliance Manager						