

Wincanton Quality Policy Statement

'It is the Quality Policy of Wincanton to be a market leader in respect of the quality of services provided to its customers. Wincanton also aims to improve the quality of services and methods of operation continuously so that competitive advantage is always maintained.'

It is recognised that a key element in the successful achievement of this policy is the operation of clearly defined quality systems and methods. In supporting this objective, where this is specified by our customers, these systems meet and sustain, through continued accreditation, the standard of quality defined by ISO 9001:2008.

Policy Implementation

Wincanton recognises that this Policy can only be achieved by:

- All Managers and Supervisors demonstrating leadership on quality issues. Thus all Managers and Supervisors will be trained in the concepts and techniques of continuous improvement and have their performance measured by the leadership they demonstrate within the business plan.
- Establishing and maintaining key customer-facing measures and key performance indicators so that items for improvement can be identified. Each business section will identify their performance measures relevant to its business and customers, and include actual performance measures in their monthly reports to the Managing Director. Business performance will also be regularly reported to employees.
- Meeting customer requirements and expectations and complying with applicable laws and regulations.
- Securing the goodwill and involvement of all employees in order to achieve quality standards and improvements. All new employees will be:-
- Selected on the basis of their ability to achieve the Company's Mission Statements and Policies.
- Trained at their induction in the Company's approach to continuous improvement.

In addition, Managers and Supervisors will be trained to use a teamwork approach to create the right culture to encourage employees to put forward their ideas for continuous improvements. The success of this Policy requires the whole-hearted support of everyone employed by the Company.



Adrian Colman, Chief Executive
26th October 2015

