

## QUALITY MANAGEMENT POLICY STATEMENT v.2.1

**This is the Quality Management Policy Statement of Fleet Evolution Ltd,** a salary sacrifice car company dedicated to getting as many employees out of diesels into electric cars as possible and supporting employers to introduce such scheme with the lowest risk and administrative burden on the marketplace.

**Objective and Commitment:** We are committed to implementing appropriate quality management systems and processes to enable us to deliver the highest practicable quality services. We will therefore:

- Clearly understand the current and potential future requirements and expectations of our customers;
- Work closely with our customers, suppliers and partners to achieve business and quality objectives;
- Deliver services of the highest practicable quality, reliability and consistency that meet our customers' requirements;
- Implement quality management in a systematic and planned way through the application of our QMS management systems that support the delivery of the business plan;
- Educate and train our people to support the delivery of a high quality customer experience;
- Establish and measure performance and customer satisfaction against appropriate quality objectives and/or targets;
- Measure at an appropriate level service performance and customer satisfaction;
- Continually review and improve our processes and levels of service;

We all share the responsibility for the delivery of high quality services and for continual improvement. Long term relationships require on-going commitment to achieving business excellence.

**Principles:** As a company, we pride ourselves on the delivery to our customers of services that are of a high quality. The implementation of our quality management system enables the company to analyse customer requirements, define processes that will contribute to the achievement of a service that is acceptable to the customer and it keeps those processes under control. Our quality management system provides the framework for continual improvement and thus increase the probability of enhancing customer satisfaction and the satisfaction of other interested parties. It effectively provides the company and its customers with the confidence that the provision of service and products will be delivered consistently to predetermined high standards. Quality management systems can assist organisations in enhancing customer satisfaction and contribute directly to company growth.

We have developed and implemented an appropriate quality management system that addresses the following elements.

Quality Management – ensuring a formalised and pro-active approach to systematic business management in meeting its many responsibilities. It will include a statement of quality policy defining the company's fundamental approach to managing quality. It is based upon common principles and provides a basis for continual improvement.

Quality Responsibility – ensuring that everyone involved in the quality aspects of the business has clearly defined responsibilities and that staff are responsible for the quality performance of their own areas.

Quality Priority – ensuring that it is recognised that quality issues do not take precedence over health, safety or environmental issues, rather that the quality management system actively supports those issues.

Quality Objectives – ensuring that the principal quality objectives are to set the standards that will deliver a consistently high quality of work throughout the company thus ensuring customer satisfaction and continual improvement in the level of service provision.

**Quality Achievement** Within the operation of the Quality Management Systems, the company will ensure:

Competency – Staff are adequately trained, motivated and competent for the job they are required to do.

Quality Management Responsibility – A quality manager/representative is identified with organisational responsibility for the development and maintenance of the quality 3 management system and is responsible for reporting to the highest organisational level of that business.

External Services – The selection and approval of externally provided services will be controlled by the quality management system procedures, thus ensuring that the company's health, safety and environmental culture is not compromised and staff, customers and third parties are not put at risk. Provision of these external services will be subject to regular review.

**Quality Promotion** Within the operation of the Quality Management System, the company ensures that:

Training – Appropriate training is provided to all those involved in the operation in support of the Quality Management System.

Quality Improvement – All staff are actively encouraged to propose solutions to improve both the Quality Management System and the quality of service delivery within the company.

**Responsibility and Authority:** Responsibility for the achievement of this policy standard rests with The Directors. The Operations Director, Adrian Morris is responsible for implementing the policy standard, monitoring its implementation in the everyday activities of the company and to report to the Directors. All staff are responsible for the ownership and undertaking of their quality management functions in accordance with this Policy Standard and for its implementation.

**Evidence of Compliance:** To demonstrate compliance with this Policy Standard, the following documentation is available: Quality Management Policy Standard (this document) Related policy statements (see intranet) Health & Safety Risk Assessment Document and policy, Training Manuals, approved business processes and other policies