



Quality Policy

Sun Traffic Ltd is committed to providing the highest quality Traffic Control equipment and Traffic Management services to our customers. We see quality is not just another goal, it is our basic strategy for success and future growth.

The Management has made a commitment to the development, implementation, continual monitoring and improvement of ISO9001 Quality Management System and the NHSS 12d.

Scope:

"For installing, maintaining and removing temporary traffic management on urban & rural roads. To include the hire of traffic lights and in-house training of staff to NHSS 12d traffic management standards"

Management commitment:

- continually monitoring and improving our ISO9001 quality management system
- only using qualified traffic management staff to provide the services we are offering
- to meet all our legal and obligatory obligations
- to meet or exceed our customer satisfaction targets of 96%
- to react to complaints in an effective and timely manner

Strategic Aims:

- Consistently meeting or exceeding our customer's contractual expectations
- Ensuring equipment is checked and tested to the highest standards prior to delivery
- Timely delivery of equipment and services to meet our customer's requirements
- Communicating effectively with our customers on a regular basis
- Continuous improvement of our procedures and systems
- Ensuring our personnel are properly trained so they are better able to serve our customers

Setting of targets

- These are agreed every year at our Management Review meetings
- They are logged in QMF 89 and communicated to the staff via the office notice board
- Depending on the target, it will be monitored either quarterly or annually
- Results of targets and audits are reviewed at the Management review meeting at least once a year, before setting new targets for the following 12 months

The policy is reviewed annually by top management at the management review meeting

Signed by: .....
Director

Dated: 14/12/18.....