

<b>Title:</b> Quality Policy	<b>Written By:</b> Sharon Binns
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## Quality Policy

### Overview

The George Baker Group is a family run business proud of its reputation for integrity and neutrality. As a provider of worldwide freight and logistics services, it is committed to providing the highest standards of service to both existing and potential customers.

The statements within this quality policy are in alignment with the requirements of ISO 9001 accreditation, which enables George Baker Group to establish quality objectives for carrying out UK customs clearance, warehousing, supply chain management and UK & EC distribution services for customers and interested parties.

George Baker senior management are committed to continuous improvement of the Quality Management System within the organisation in development of our people, policy, processes & procedures, and commitment to business relationships.

### Quality Management System

George Baker Group operate a quality management system that meets or exceeds criteria set out within the ISO 9001:2015 standard. This provides the basis which ensures consistent service levels are provided to our customers and interested parties.

### Health & Safety

George Baker Group acknowledges that the key to successful health and safety management requires an effective policy, organisation and arrangements which reflect the commitment of senior management. To maintain that commitment we will continually measure, monitor and revise where necessary an annual plan to ensure that health and safety standards are adequately maintained.

### Process & Audit

Our management system contains details of all processes required for ongoing ISO 9001:2015 compliance. To identify any areas of possible non-compliance regular internal audits are carried out, and results used within our framework of continuous improvement. This includes review within management meetings and in conjunction with establishing and reviewing quality objectives.

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## Q001 Quality Policy

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### Corrective/Preventative Actions and Complaints

Our QMS procedures ensure that non-conformances and/or any actual or potential shortfalls in written processes are identified, fully investigated and appropriate action undertaken to implement improvements.

We recognise that despite having stringent quality control procedures in place we may still encounter problems which generate complaints. As part of our ongoing commitment to meet and exceed quality standards we have formulated a policy within our QMS which aims to deal with all complaints to the satisfaction of the complainant.

### Training & Development

George Baker Group provide access to training and development for all employees based upon the functions within the QMS, and the principles of empowerment and accountability.

### Review

QMS reviews in line with the requirements of ISO 9001:2015 are held at regular intervals to measure our performance against agreed quality objectives, and key performance indicators (KPI) where appropriate. KPI criteria is agreed between George Baker senior management and in conjunction with customers during formation of service agreements. Where relevant, KPI data is used to validate that George Baker have met or exceeded customer expectations. Customer feedback is also used as part of the continuous improvement process within the QMS.

### Responsibility

Whilst senior management have ultimate accountability for the QMS, our employees are key to ensuring the quality policy is effective and that quality objectives are understood and reflected in day to day operations.

Name: D.A.V.I.D. BAKER..... (Managing Director)

Signed: .....

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