

QUALITY MANAGEMENT SYSTEM OVERVIEW

Quality Freight Services Limited



Company Address: Clippers Quay,
Salford Quay,
Manchester,
Greater Manchester,
M50 3XP

Company Registered Number: 665324333

Scope of Certification:

National and international specialist logistics service providing a comprehensive freight forwarding service. Import and export service via European road, sea, airfreight and courier service

Issue: 1.0 Rev: 0

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ORGANISATION PROFILE

Since our formation in 1995, Quality Freight Services Limited has and continues to evolve year on year. With just one branch and two members of staff initially, we now boast five branches and over 30 experienced members of staff nationwide.

We only recruit those who fit strongly within our ethos of going beyond the call of duty for our valued customers. Over the years, our industry has changed massively and we as a company have evolved with it, we now have partners all over the world to enable swift processing of shipments globally and this reflects in many of the services we offer. If you require details of our agents worldwide please get in touch.

As a company, we will continue to grow through the wealth of knowledge the staff within our company possess; there isn't a single freight enquiry that we as a company wouldn't be able to handle such is our expertise. Test us on this statement and use our contacts page to get in touch!

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ORGANISATION FOREWORD

The company has chosen to implement this Business Management System as a strategic decision, with the intention of improving the overall performance of the company. As laid out in the Quality Policy, this is intended to result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the Organisation.



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QUALITY POLICY

The continuing policy of Quality Freight Services Ltd is to provide a high quality, professional and efficient service to ensure the satisfaction of all of the requirements of our clients. This achievement will result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the organisation.

The management team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System.

We undertake to ensure sufficient resources are made available within the organisation to achieve this. We undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all members of the organisation.

Through direction and support, each employee will have a proper understanding of the importance of the Quality system function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the organisation.

Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.

Quality Freight Services Ltd has a policy of promoting continual improvement and setting of quality objectives in line with the framework laid down within ISO 9001:2015 Standard. These objectives will address the risks and opportunities within the organisation as determined by the management team.

We hereby certify that this Quality Manual and the Standard Operating Procedures Manual accurately describes the Quality System in use within the Organisation to meet the requirements of ISO 9001:2015.

The Quality System will be monitored, measured, evaluated and enhanced regularly under the management teams ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.

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Context of the Organisation

“Clause 4 of the standard requires us to understand our organisation and its context, needs and expectations of all interested parties, the scope of this management system and our processes.”

4.1 Context

The Internal issues of the organisation have been considered and include: ensuring correct/efficient processes and procedures are in place internally to ensure high quality product/service provision; effective marketing and sales processes to ensure business growth targets are met; observation of relevant regulatory requirements (e.g. Health & Safety obligations); staff competency/awareness - fully trained to have expertise/capabilities necessary to support business need, are aware of responsibilities and of the organisation’s business position and strategic direction; importance of clear internal communication from top management down; maintenance of a positive culture within the organisation; infrastructure and suitable working environment to support delivery processes; ensuring needs of customers are reviewed and assessed thereby meeting and exceeding their expectations and ensuring high levels of customer satisfaction.

External issues include: maintenance of high level of client satisfaction and external business reputation through market presence and positive customer referral; communication and relationship with external clients; communication with external providers to ensure quality of supplied services is maintained at acceptable levels; awareness of competition – constantly reviewing, improving and updating to ensure we remain experts within our market-place and maintain competitiveness within our industry; keeping up to date with changes relevant to our business; understanding of strategic direction of the business taking into account all above factors.

Interested parties have been identified as follows:

- Director/Top management – responsible for the overall running of the business. Critical to providing leadership, guidance and strategic direction. They are ultimately accountable for the implementation and integration of the Quality Management System within the organisation and ensuring sufficient resources are made available to achieve this.

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- Staff - require guidance, governance and training to ensure they are aware what they are permitted to do within the management systems and what their responsibilities are to ensure its successful implementation and ongoing operation. They must have the appropriate knowledge to enable them to fulfil their day-to-day tasks.
- Customers - require a high level of service/product delivery quality and understanding of their individual requirements. Rely on our expertise to provide appropriate and cost effective solutions allowing efficient movement of client goods as requested.
- External Service Providers/Product Suppliers. Need to know and understand what is required of them with regard to the organisation and our clients. Levels, requirements and quality of service need to be clearly identified with agreements entered into where required to ensure a high level of quality is maintained throughout our service and product delivery processes. Clear communication and strong working relationship with external providers is therefore of utmost importance
- Regulators/ external certification providers.

The Scope of the organisation, as relevant to its Management Systems, can be defined as follows:

Provision of forward freight handling services covering air, sea and road based movement of any form, size and quality of goods. Ensuring all staff are fully competent and provided with the appropriate training and knowledge access required to fulfil their roles; Understanding of client requirements and by using expertise and experience having the ability to provide appropriate solutions to meet client needs are of prime importance; Provision of a high quality of service and ensuring customer satisfaction is maintained at high levels through observance of the above; Health and Safety compliance. All these activities and services, including those identified in 4.1 and 4.2 above are included in the Scope.

4.3 Design and Development

Exclusion as regards to the requirements of the Standard relevant to the Scope of the organisation is Quality Management System – Design and Development. The organisation does not perform this function for its clients.

4.4 Processes

The organisation shall establish and implement management systems, which comprise:

- Determination of Processes needed for the implementation of the management systems and inputs and outputs required.
- Addressing Risks and Opportunities within the organisation that impact directly upon the outcome of product/service delivery to customers.
- Determination of resources required and Staff Management including assignment of responsibilities.
- Establishment of strategic and business focused quality Objectives.

The maintenance and improvement of the management systems is achieved through:

- Audit.
- Training / staff competence.
- Non-conformance/Corrective Action.
- Data Monitoring, Analysis and Evaluation.
- Management Review.
- Leadership and guidance of top management.
- Effective Internal Communication.

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Leadership

“Clause 5 of the standard requires leadership commitment, customer focus, establishing and communicating a quality policy and ensuring organisation roles, responsibilities and authorities are assigned, communicated and understood.”

5.1 Leadership and Commitment

The Quality Policy details top management’s commitment to leadership and the establishment, implementation, integration and maintenance of the Quality Management System.

It is documented, communicated on Induction, available to all staff and interested parties, displayed prominently within the organisation and made available to external parties on request.

Although roles responsibilities and authorities have been delegated with regards to the effective running of the management system overall accountability rests with top management.

To ensure the conformity of systems, and all activities listed in 5.1 are fully implemented, top management shall assign relevant roles, responsibilities and authorities to nominated staff members with clear communication provided to ensure they are fully understood. Such delegation may arise out of Management Review Meetings (see 9.1) which are a vehicle for reviewing performance and identifying opportunities for improvement (see 10.1). Adequate monitoring and reporting systems shall be put in place.

The following Organisation Chart details the relevant roles, responsibilities, job descriptions and authorities:

5.2 Quality Policy

The Quality Policy details top management’s commitment to leadership and the establishment, implementation, integration and maintenance of the Quality Management System.

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The Quality Policy is documented, communicated on induction, available to all staff and interested parties, displayed prominently within the organisation and made available to external parties on request.

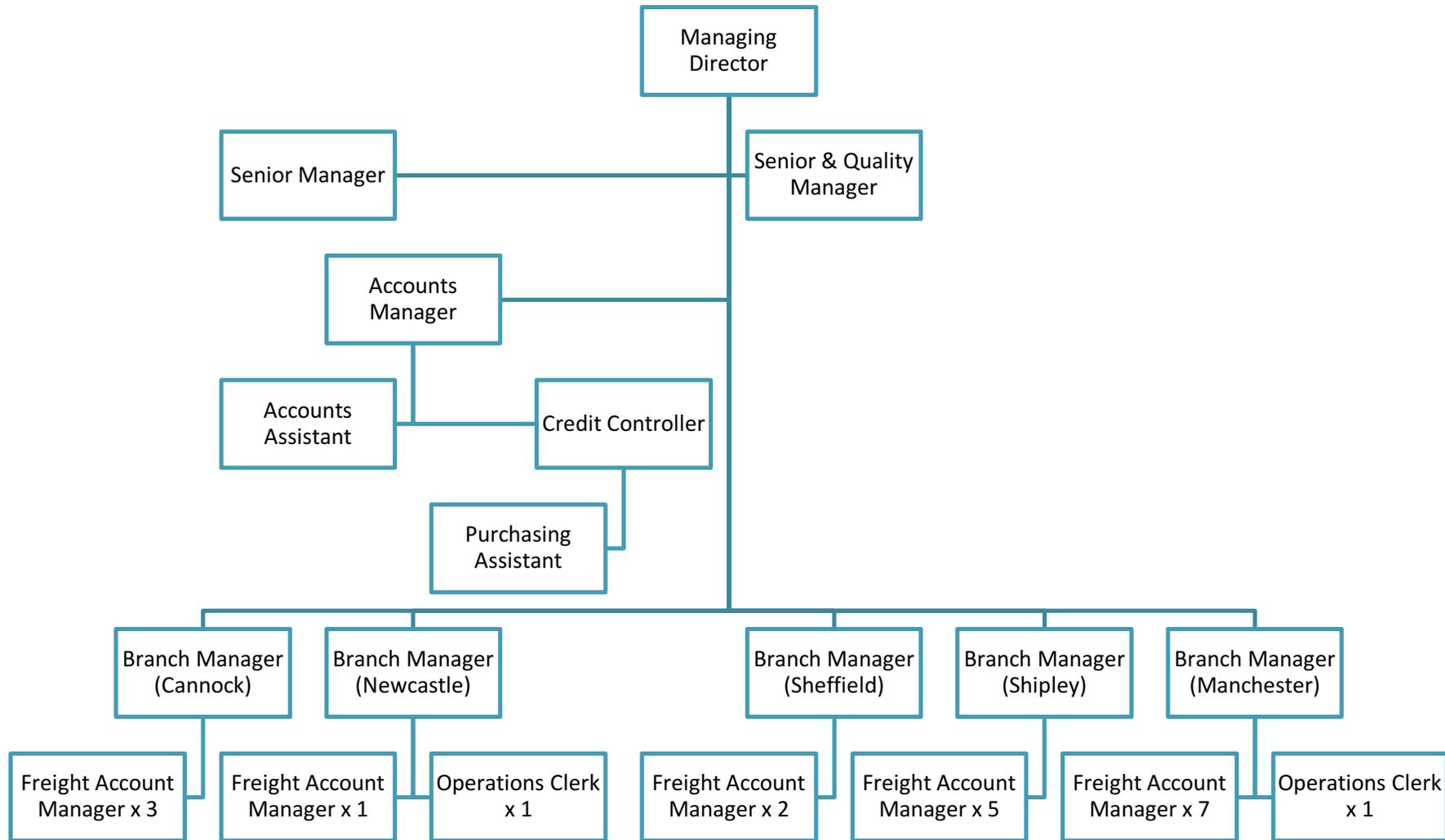
5.3 Organisational roles, responsibilities

Although roles responsibilities and authorities have been delegated with regards to the effective running of the management system overall accountability rests with top management.

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The following Organisation Chart details the relevant roles, responsibilities, job descriptions and authorities:

Organisation Chart



Planning

“Clause 6 requires actions to address risks and opportunities, the establishment of quality objectives, at relevant functions, levels and processes, and the planning of any changes to maintain the integrity of the management system”

6.1 Actions to address risks and opportunities

The organisation shall adopt a planned approach to the identification of assessment of risk and opportunity (as relevant to enhancing the achievement of intended desirable results, preventing/reducing undesired results and achieving improvement across all processes) within the Quality Management System. External and internal issues facing the business and the needs and expectations of interested parties are also taken into account.

The organisation shall plan actions to address the identified risks and opportunities and integrate and implement the actions into its management system processes (see 4.4). Evaluation of the effectiveness of these actions shall take place.

6.2 Objectives

The organisation will put in place a set of documented, measurable Quality Objectives which are consistent with the Policy Statement. These will be monitored and communicated. Their status shall be determined and updated as appropriate at Management Review Meetings.

6.3 Planning of changes

Any changes to the management system will be discussed beforehand to ensure their integrity is not compromised.

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Support

“Clause 7 of the standard requires the determination and provision of resources such as its people, its infrastructure, and its environment needed for the establishment maintenance and improvement of the management system. Resources should also be determined and provided to ensure monitoring and measuring, measurement traceability, organisational knowledge, competence, awareness and internal and external communication

The organisation quality management system shall include documented information required by the standard that documented information necessary for the effectiveness of the management system including the creation and updating of documented information, and the control of documented information”

7.1 1/2/3/4 Resources

Resources required for implementation and ongoing maintenance of the Quality Management System have been determined and provided by top management and reflect day-to-day business activities and requirements. Measures are taken to providing an environment, which is suitable for the operation of our processes and ensuring conformity of products and service. This includes:

The premises and equipment subject to planned maintenance to ensure the infrastructure remains fit for purpose.

Software licences kept up to date and electronic data backed up/replicated to ensure integrity and ability to retrieve.

Measures taken to providing an environment, which is suitable for the operation of our processes and ensuring conformity of products and service.

7.1.5 Monitoring and Measuring

The company does not operate any measuring equipment so this aspect of the standard is not applicable and excluded.

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7.1.6 Organisational Knowledge

Organisational knowledge necessary for the operation of the organisation's processes has been determined and is shared with relevant personnel on an ongoing basis. This is often gained through experience of our personnel, sharing of best practice from both internal and external sources. It is important to keep organisational knowledge up to date to ensure we address any changing needs and trends.

7.2 Competence

Staff will be recruited on the basis of the job requirement, with the skills and/or aptitude necessary to fulfil the job role. This can include educational achievement and experience.

A procedure for Competence and Awareness within the organisation shall be put in place both as a management tool to monitor and assess training requirements and for individual staff development purposes.

New staff will be formally inducted through an Induction Programme and provided with the necessary training and instruction to ensure they are competent in all tasks required of them. An Induction Checklist will be introduced and completed for each new employee.

Training Plans and Records will be completed and maintained for each employee.

Annual staff appraisals and periodic training needs analysis will be conducted. A Training Matrix will be put in place to facilitate this.

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7.3 Awareness

On an ongoing basis, employees and appropriate external providers are made aware of: the Quality Policy; Objectives; their required contribution to the effectiveness of the System and the implications of non-conformance with the System requirements.

This forms part of the Induction Programme for new employees.

The Quality Policy Statement is displayed prominently within each of the company premises and available to all staff and interested parties on request.

7.4 Communication

Internal Communication takes place via:

- Management Review Meetings.
- Staff Meetings.
- Induction/Training/Appraisal.
- E-mail.
- Face to face communication.
- Presentations as required.

External Communication takes place via:

- Company website.
- E-mails.
- Client Meetings/Site visits.
- External Provider Evaluation process.
- Customer feedback

The organisation's Quality Management System shall include Documented Information required by the International Standard and determined by top management as necessary for the effectiveness of the System.

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Documented Information that the organisation will need to maintain and retain as evidence of compliance to the Standard is as follows:

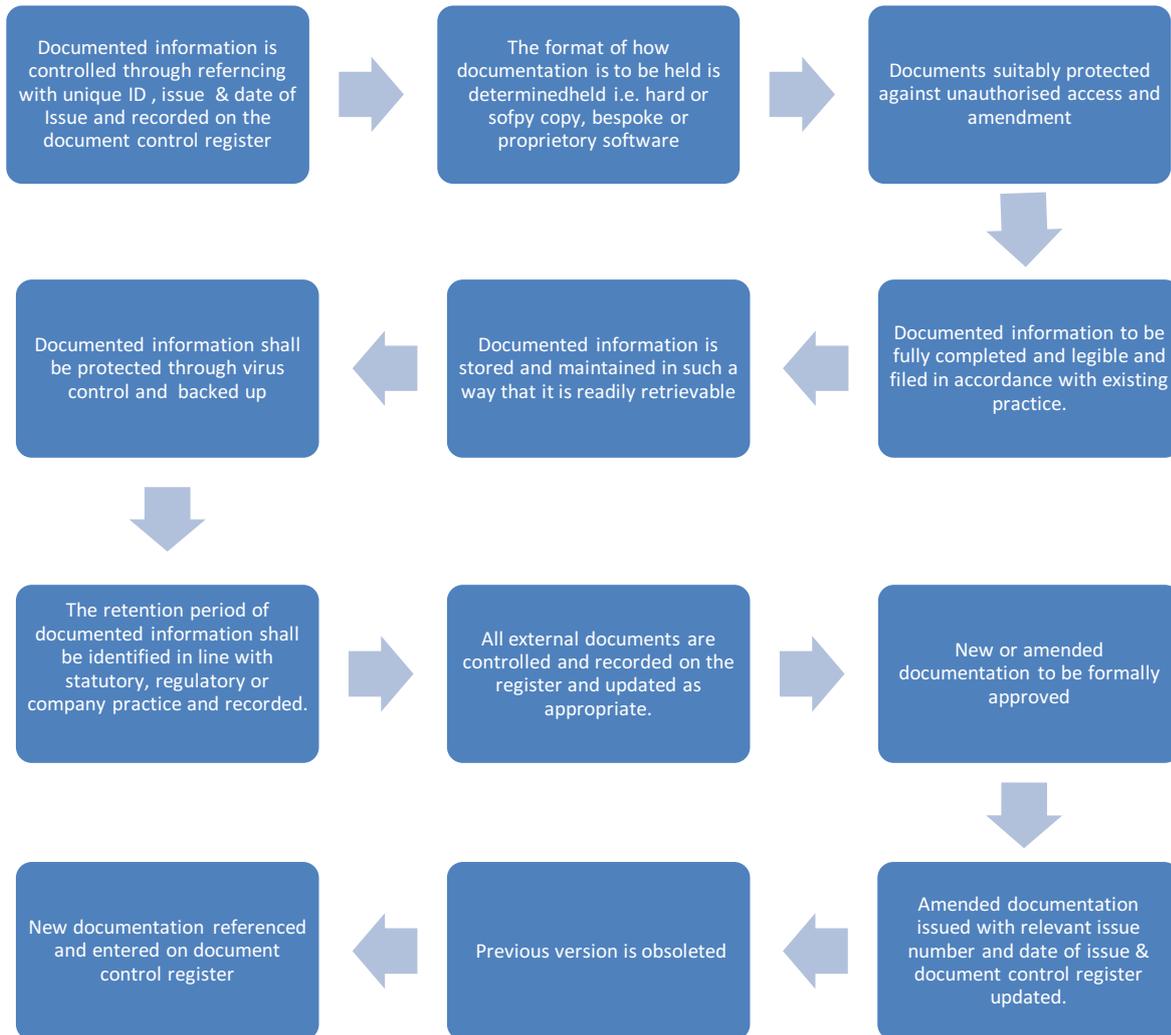
- Scope (Clause 4.3).
- Quality Policy (5.2).
- Risks and Opportunities that need to be addressed (6.1).
- Objectives (6.2)
- Records of Monitoring and Measuring Resources (Equipment) and Measurement Traceability (Calibration Records) (7.1, 9.1).
- Training and Competence Records (7.2).
- Operational Control Procedures (8.1).
- Records of the Review of Requirements for Products and Services (8.2).
- Results of the control (selection, evaluation, monitoring of performance, and re-evaluation) of external providers of processes, products and services (8.4).
- Record of Product/Service Characteristics (8.5).
- Record of Changes on Customer's Property (8.5).
- Record of Changes in Product/Service Provision (8.5).
- Evidence of Product/Service Conformity (8.6).
- Monitoring Performance Information (9.1).
- Internal Audit Results (9.2).
- Non-conformance/corrective action/incident Reports (8.7, 10.2).
- Management Review Meeting minutes (9.3).
- Any other documentation determined by top management necessary to support the operation of the organisation's processes (e.g. Staff Handbook).

All documents are referenced, and kept electronically and/or in paper version when required.

Access is restricted for certain documents/records dependent upon job roles and level of authority. All data is backed up to ensure business continuity in the event of an emergency. Amendments to documents can only be made by designated personnel.

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The control of Documented Information is managed in line with the following procedure:

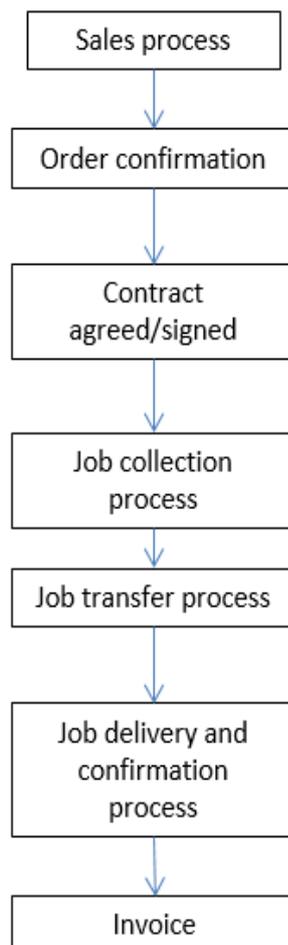


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Operation

“Clause 8 of the standard requires the organisation to plan, implement and control the processes needed to meet the requirements for the provision of products and services and these include.”

- Requirements for products and services.
- Design and development
- Control of externally provided processes
- Production and service provision
- Release of products and services
- Control of non-conforming outputs.”



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8.1 Operational Planning and Control

The organisation: determines the requirements for its products and services; establishes criteria for its processes and the acceptance of its products and services; determines resources needed to achieve conformity of its products and service requirements; implements control of its processes.

The organisation controls planned changes and reviews consequences of unintended changes, taking action to mitigate any adverse effects.

8.2 Requirements Products and Services

Communication with customers includes: providing full information relating to products and services offered; handling enquiries, contracts or orders (including changes); obtaining customer feedback including complaints;

Any applicable statutory or regulatory requirements and those deemed necessary by the organisation are taken into account.

The organisation conducts an in depth Review before committing to supply products and services to a customer to include: requirements specified by the customer (including requirements for delivery and post-delivery activities where applicable); requirements not stated by the customer but necessary for the specified/intended use; requirements specified by the organisation; changes.

The customer's requirements shall be confirmed before acceptance when a documented statement of requirements is not provided.

8.3 Design and Development

EXCLUSION – The organisation does not perform this function.

8.4 Control of externally provided products and services

The organisation ensures that externally provided processes, products and services conform to requirements.

The organisation has an Approved Supplier List - see Recommendations and determines and applies criteria for the evaluation, selection, monitoring of performance and re-evaluation of all external providers (suppliers) based on their ability to provide such services/products/processes in accordance with requirements.

8.5 Production and Service Provision

The organisation implements Product and Service provision under controlled conditions by application of its Quality System and retaining appropriate documented information that defines the characteristics of the products and services provided and results achieved.

The organisation uses suitable means to identify outputs and their status throughout product and service provision.

The organisation controls the unique identification of the outputs to enable traceability and retains documented information to evidence this.

The organisation meets requirements for post-delivery activities and considers: statutory, regulatory and contractual requirements; potential for undesired consequences; the nature, use and intended lifetime of its products and services; customer requirements and feedback.

Any changes will be controlled and the organisation shall retain documented information describing the results of the review of changes, the authorising person, and any necessary actions arising from the review.

8.6 Release of Products and Services

The release of products and services shall not proceed until planned arrangements that have been implemented to verify requirements have been satisfactorily completed.

The documented information relating to release shall include evidence of conformity with the acceptance criteria; traceability to the person authorising release.

8.7 Control of Non-Conforming outputs

The organisation ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery (See 10.2 for Procedure).

Performance Evaluation

“Clause 9 of the standard requires monitoring measurement, analysis and evaluation of the effectiveness of its management system, which includes customer satisfaction, internal audit, and planned management review meetings.”

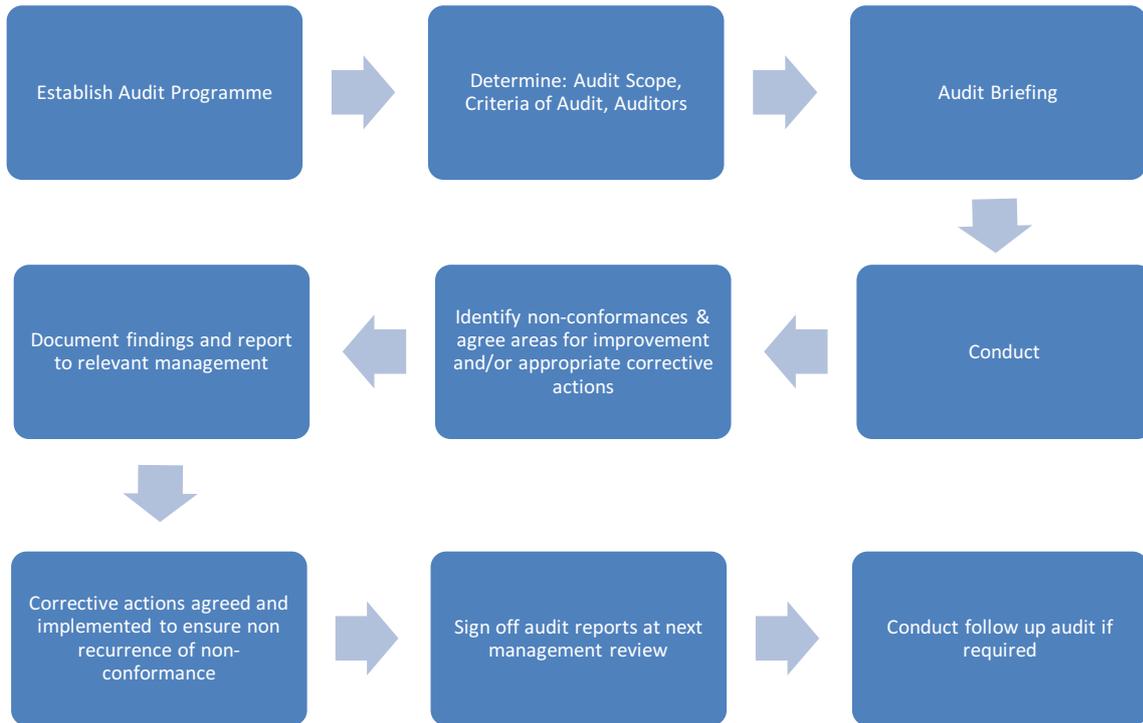
9.1 Monitoring, Measurement, Analysis and Evaluation

On an ongoing basis, performance measurement of the Quality System takes place.

The organisation has determined that the following areas are monitored, measured, analysed and evaluated at planned intervals:

- Complaints.
- Non-conformances.
- Customer Satisfaction.
- External Provider (Supplier) Performance.
- Internal Processes via Scheduled Internal Audit Programme.
- Objectives.
- KPI's
- Effectiveness of actions implemented to address risks and opportunities

The internal audit procedure is documented below:

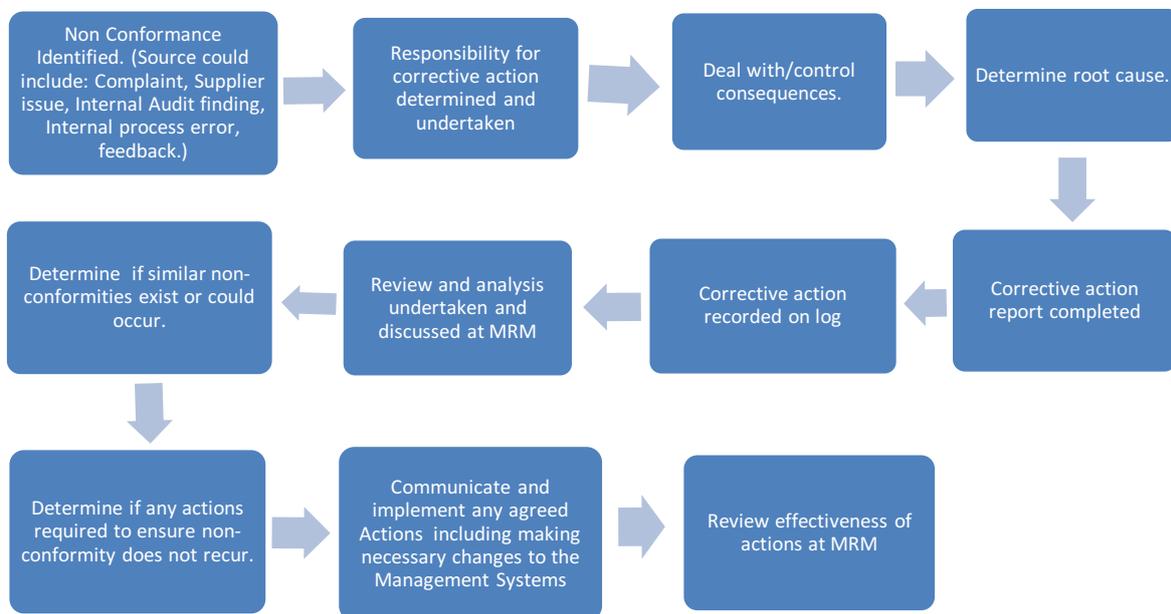


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Improvement

“Clause 10 of the standard requires the determination and selection of opportunities for improvement and implementing any necessary actions to meet customer requirements and enhance customer satisfaction. This includes non-conformity and corrective actions including those arising from complaints”

The non-conformance procedure is documented below:



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10.2 Non-Conformity/ Corrective Action

- A documented Non-conformance procedure has been established within the organisation's service provision
- All non-conformances are recorded and the appropriate corrective actions are undertaken in the first instance to rectify the non-conformance and then actions considered to prevent a re-occurrence.
- The organisation has a Non-conformance Register for Claims in place.

10.3 Continual Improvement

The organisation adopts a policy of continual improvement.

This is vital to the maintenance of business performance, meeting customer requirements and satisfaction levels, and subsequently the company's external reputation.

The company undertakes the following actions to identify opportunities and achieve the continual improvement of its management systems:

- Setting of Objectives.
- Regular review of the Quality Policy.
- Management Review Meetings – agenda item. Review of the management systems, trend analysis and evaluation of captured data takes place with a view to identifying opportunities for improvement.
- Staff suggestions for improvement.
- Robust Internal Communication.
- Regular review of staff competence, organisational knowledge and awareness levels with training implemented as required.
- Internal Audits – opportunities arising from non-conformances identified.

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- Customer Satisfaction – feedback is evaluated and used to implement improvements.
- Review of results of risk analysis.
- Reviews of external providers – any issues are identified and improvements made where necessary.
- Identification of non-conformances – analysed for trends to identify if any areas that could be improved.
- The organisation reacts to changes in the market place.

Top management take ownership of the management system and include improvements when reviewing the organisation's strategic direction.