



## Quality Policy

### *Introduction*

This Quality Policy is designed to support the company's mission: to provide our customers with a service that is unsurpassed and to foster a culture of continuous improvement.

The overall aim of the policy is to ensure consistent, high quality in every part of our business, including our products and services. Supporting this aim, the company operates a Quality Management in accordance with ISO9001.2015. It is the responsibility of all employees to identify and report incidents of Quality Policy non-conformance, and ideas for improvement.

### *Policy*

We at Test Valley Ltd, Protega Global Ltd and Cargowise Solutions Ltd:

- Embed the company's Mission, Vision and Values within our organisation.
- Are committed to continually improving our Quality Management System to meet the requirements of ISO 9001:2015 standard.
- Set annual quality objectives and measure our performance against them.
- Ensure consistent, high quality in every part of our business, including our Quality Management System, and products and services
- Are committed to satisfying customer requirements, delivering on time, in full, with zero defects with target of 98% achievement.
- Engage with our staff to ensure they have the relevant training and skills in order to fulfil their role.
- Continuously improve our supplier onboarding process

Approved by:

Position

Managing Director

Date Approved: 17.7.23