



Quality of Service Delivered Policy

CSC Fleet Services Ltd believes that delivering products and services which not only satisfy the customer's requirements but exceeds their expectations is paramount to providing a quality service.

To this end, **CSC Fleet Services Ltd** are committed to complying with the requirements and have put in place an integrated management system to ensuring continual improvement of the system, compliance with applicable legal and other requirements.

As a means of ensuring this continual improvement, objectives shall be compiled and appropriate programmes put in place to deliver these objectives.

Adequate resources will be put into all areas of the company's operations to ensure that the integrated management system is adequately maintained and developed, and works are completed on time and to the customer's satisfaction.

It is **CSC Fleet Services Ltd** intention to minimise time and material losses from scrap, badly planned work, poor communications and inefficient operations.

In pursuit of this policy, **CSC Fleet Services Ltd** will ensure that customer requirements are fully understood on all contracts and adequately communicated to employees in order that the customer expectations are not only achieved but enhanced.

Methodologies will be put in place to measure and monitor customer satisfaction, compliance with legislation and establishment of environmental aspects.

Senior management will regularly review and analyse the findings and take appropriate action.

To ensure that all staff and sub-contractors understand the importance of good quality workmanship the company will provide any training and instruction necessary and will monitor its effectiveness.