**Synergy Express Couriers Limited – Quality Policy**

Company Name: Synergy Express Couriers Limited

Document Number: QP-001

Effective Date: 06/04/2024

Approved by: Alex Robinson - Managing Director

**Quality Policy Statement**

At Synergy Express Couriers Limited, we are committed to providing fast, reliable, and secure courier services that consistently meet customer expectations. Our focus is on courier and haulage services, package safety, and excellent customer service, ensuring compliance with ISO 9001:2015 and continuous improvement in our operations.

**To achieve this, we commit to:**

Providing the best customer experience.

Delivering shipments on time and in the correct condition.

Providing updates and a proof of delivery ASAP once delivered.

Maintaining high standards of parcel handling and security throughout our operations.

Enhancing customer satisfaction through effective communication and quick complaint resolution.

Investing in employee training to ensure all staff understand and uphold quality standards.

Ensuring compliance with legal, regulatory, and ISO 9001 requirements. Continually improving our processes through regular performance monitoring and internal audits.

**Communication & Implementation**

**Internal Awareness**: This policy is communicated to all employees via:

● Induction training for new staff.

● Regular refresher training sessions.

● Posters displayed in our office.

● Digital access via our internal management system.

**External Communication**: The Quality Policy is made available to:

● Customers via our website.

● Business partners and stakeholders.

● Auditors and regulatory authorities upon request.

**Management Commitment**: Senior leadership ensures this policy is effectively implemented by:

● Reviewing it annually for continued suitability.

● Setting and monitoring measurable Quality Objectives.

● Providing the necessary resources to maintain high service standards.

**Approval & Review**

This Quality Policy is reviewed annually to ensure ongoing effectiveness and alignment with our business objectives.

**Approved by:**

Alex Robinson

Managing Director

Synergy Express Couriers

Date: 06/04/2024