



## Quality Policy

Transport Training Academy is committed to carrying out its work in accordance with good quality management principles and practices.

It is the objective of the company to:-

- a) Seek comments and feedback from all our customers and act upon it
- b) Seek continual improvement in quality and customer service and to continually develop the staff in line with the changing needs of our customers
- c) Work closely with our customers to identify their individual requirements and to deliver effective and timely solutions to meet their needs
- d) Raise and maintain the awareness of everyone in undertaking all our quality management practices on a cyclical on-going basis
- e) Follow policies and procedures for the observation and "self-assessment" of our products and services
- f) Maintain a companywide "Quality Improvement Plan" in order to build on our strengths and address any areas for improvement.
- g) This policy is communicated to all company employees and reviewed annually or as and when required

**For and on behalf of Transport Training Academy**

A handwritten signature in black ink, appearing to be "David Coupe", written in a cursive style.

**David Coupe**

**Company Secretary**

Dated: 4<sup>th</sup> August 2023