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## Quality Policy

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It is the policy of R Wilkes Transport & Storage Ltd to provide storage and transportation services which give total customer satisfaction. This is achieved by striving for conforming products and continuous improvement through a culture which encourages workers to contribute to our quality management system.

It is recognized that the continued success of the company depends upon the safety, legality and quality of our services if it is to meet the ever-increasing levels of satisfaction required by our customers.

Suitable training at all levels within the company ensures that all our personnel are aware and best able to satisfy the current and future needs of our customers.

With this statement the management at R Wilkes Transport & Storage Ltd commits all employees to perform their tasks in accordance with the requirements of ISO9001:20015 quality management system, so that we can be sure of meeting the requirements of our customers and stakeholders whilst conforming to all relevant statutory and regulatory legislation.

The management system of R Wilkes Transport & Storage Ltd outlines various control processes for both service provision and quality. These processes ensure that the ISO9001:2015 quality management system standard is complied with.

In order to ensure that the quality management system constantly reflects the requirements of our customers and stakeholders, the internal audit of the quality management processes, and the program of continual improvement are both ongoing.

This policy is used to provide the framework for setting quality business objectives.



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Richard Wilkes

Managing Director

**R Wilkes Transport & Storage Ltd**

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