

# Quality Policy

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Subject: Quality Policy  
Responsible Person: Senior Management Team  
Definition: Quality aims of the ISO Management System

### **Overview**

Quality is important to Business Driver as we value our clients and strive to provide our clients with products and customer care, which meets and even exceeds their expectations. In order to provide a quality service, we aim to provide timely and comprehensive course scheduling and customer support as well as practical and theory courses proven to mitigate driver risk within our clients' organisation. We are committed to continuous improvements and have established a Quality Manual, which provides a framework for measuring and improving our performance, and to ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed and is subject to annual audit. To provide the highest-level service, our Quality Process and quality standards are reviewed on an annual basis.

Though the company CEO has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure the Quality is embedded throughout the whole of the company.

### **POLICY**

1. TTC are committed to establishing/ reviewing policy and objectives for quality, performing management review of the system and ensuring the availability of resources.
2. We recognise that the continued future success of the Company depends on continual improvement of our service. We intend to provide services, which completely meet the needs & expectations of our Clients, as well as legal regulatory, and other requirements.
3. Strategic priorities, projects & objectives are defined in the Quality Manual.
4. The Quality Management System used to achieve this policy is fully described in the ISO Management Manual; relevant sections shall be communicated and understood by all staff.
5. The ISO Management Manual and supporting documentation are mandatory and binding throughout the Company.
6. The responsibility for the compilation, revision and maintenance of the Quality Management System rests with Rosie Flynn, Client Services Director and David Finney, Group Compliance Manager.
7. Authority to give directions with respect to the assurance of quality lies with the Directors, supported by the other members of staff who have a direct and continuing responsibility.

8. The Quality Policy and Procedures described in the ISO Management Manual are based on the requirements of the Quality Systems Standard: BS EN ISO 9001

Signed:



*Jim Kirkwood, CEO*

*Date: 10 October 2022*