



# Consort Express Lines Limited

## QUALITY POLICY

Consort Express Lines Limited has an aim to continually improve the overall performance of our services so that our customers can enjoy a safe, reliable and competitive service.

The quality of our work for our customers is the concern of every employee in the organisation, and every person has the responsibility for focusing on customer requirements. Our processes must be consistent with our procedures and our advantage in a competitive industry is that all our employees have the responsibility for making it “right first time, every time”.

*It is our belief that the quality of our services is a direct result of constructive input by all employees.*

*We therefore insist that Quality is the responsibility of every employee.*

It is the responsibility of all employees at Consort Express Lines Limited to support the implementation and maintenance of the management system. The maintenance and continual improvement of the management system is assisted by input from all employees. This ensures that the intent of this Quality Policy is achieved in focusing on the objectives of continuously improving the delivery of service focusing on our customer’s requirements to ensure they are satisfied.

If major problems or differences of opinion arise that cannot be resolved through the provisions established by this system, they shall be referred to the General Manager for final resolution that will be achieved without compromising the relevant Legislation, Regulations, Customer requirement or this program.

Stuart Craker  
General Manager