

BUS & TAXI'S DIRECT LTD T/A THE TAXI SHOP QUALITY POLICY

This quality policy sets a foundation for importance of providing good quality service & products to our Taxi & Private Hire market base.

Here at the Taxishop the Director recognises that in order to achieve our goals the active involvement participation and commitment of each member of staff is essential.

The director supports this by supporting the development of our team with up to date relevant training enabling them to perform their duties and customer service effectively and competently.

In order for the organisation to be continually improved, performance objectives for improvement will be set by the Director & the FCA that will cover the services provided to customers, the vehicles and our resources.

The Taxi Shop commits to maintaining effective performance & measurement techniques throughout our working methods and systems by reviewing Key Performance Indicators in monthly management meetings.

All personnel understand the requirements of this Quality Policy and abide with the requirements of the Quality Management System as defined in this Quality Procedures Manual. This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

We endeavour to be compliant with all relevant statutory and regulatory requirements, and constantly monitor our quality performance against objectives by implementing improvements when appropriate.

Date: 14/05/2024

Director: Mr Robert Breuilly

Signed:

