



Quality Policy

# QUALITY

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Sprint Logistics Limited (the organisation) aims to provide defect-free products and services to its customers on time within budget.

The organisation operates a Quality Management System (QMS) that has gained BS EN ISO 9001: 2015 certification, including aspects specific to the provision of storage and distribution, fulfilment and international mail, worldwide freight and call centre services.

**Aizad Hussain – CEO and Principle**

A large, faint background graphic featuring a compass rose in the bottom left corner and a circular dial with the word 'QUALITY' written across it in large, light blue, sans-serif capital letters. The dial has tick marks around its perimeter, and the word 'QUALITY' is positioned horizontally across the upper portion of the dial.

QUALITY

## Management Commitments

The management is committed to:

- ☑ Assist in planning/design of internal QMS.
- ☑ Perform GAP assessment of current QMS.
- ☑ Prepare QMS deployment plan.
- ☑ Facilitate creation of a QMS (policy and processes)
- ☑ Provide documentation and implementation training based on any standards, customer specific and internal requirements.
- ☑ Develop QMS internal audit plan.
- ☑ Provide internal assessor training based on any standards, customer specific and internal requirements.

Sprint Logistics continuously aim to improve the effectiveness of the QMS.

One of Sprint Logistics key aims is to offer our customers exceptional customer service at the upmost and highest standard. Therefore, Sprint aim to always boost the enhancement of customer satisfaction.



## Management Commitments (Continued)

The management has a continuing commitment to:

- ☑ Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- ☑ Communicate throughout the organisation (Sprint Logistics) the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- ☑ Establish the Quality Policy and to set Quality Objectives at relevant functions level and processes.
- ☑ Ensure that the management reviews set and review the quality objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the QMS.
- ☑ Ensure the availability of resources.

The structure of the QMS is defined in this quality manual.

All personnel understand the requirements of our Quality Policy. Sprint Logistics complies with all relevant statutory and regulatory requirements. The organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed to ensure its continuing suitability.



Copies of the Quality Policy are made available to all members of staff and to relevant interested parties. Copies of the minutes of management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Find out how our logistics solutions can support your business, call us on **+44 (0) 208 751 1111** or email **[sales@sprintlogistics.com](mailto:sales@sprintlogistics.com)**