

## Quality policy

Backline Logistics Support Services LTD aims to provide defect free products and services to its staff and customers on time and within budget.

Our success depends on continually meeting the needs and exceeding the expectations of our customers to achieve our target of delivering a consistently excellent customer experience.

Backline operates a Quality Management System that has gained ISO 9001 Certification.

The management is committed to:

1. Develop and improve our Quality Management System
2. Continually improve effectiveness in all areas of our Quality Management System
3. The enhancement of customer satisfaction

Inspired by direct feed-back through ongoing customer service review and monitoring of clearly defined KPI, we strive to maintain the highest standards of customer service, from initial contact we provide advice and recommend proven solutions. Our trained and experienced consultants backed by our West Country branch network utilise in house training resources and formal compliance routines to fulfil client requirements.

At Backline, we are all actively involved in delivering quality. We recognise that we all have customers whether it is those who buy our services, those inside the company who rely on the work we do, or our suppliers who provide us with the materials and services that we need.

An important part of our quality performance is our commitment to establish and implement a quality management system in all areas of the company. We have ISO9001 & UL Logistics, DAE accreditation.

We understand that customer expectations are continually changing, we intend to continually improve the quality of everything we do and to use and invest our resources effectively to deliver an excellent customer experience whilst maximising our internal efficiency and cost effectiveness.

This quality policy will be communicated throughout all functions and levels of the organisation and, where requested, made freely available to all customers, Backline staff and suppliers.

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