

# Quality & customer service policy



## Policy Objectives

Australian Transit Group (ATG) is committed to providing a professional level of service to our clients that meets or exceeds the requirements of the ISO 9001. All staff members are to accept their share of responsibility for identifying customer and passenger needs and expectations by ensuring that the level of service delivered meets or exceeds customer expectations whilst fully complying with all legal and contractual obligations.



## The Policy

Management will take effective action to ensure the continual improvement in our operating practices. This policy of continual improvement coupled with the provision of adequate human resources, training and a clear understanding of client requirements will lead to strengthening confidence in our ability to provide an exceptional level of service.

All employees at ATG are required to abide by the policies and procedures required to obtain and maintain ISO 9001 Certification in order to enhance our reputation as a quality, customer orientated company.

## Policy Aims

- To continually seek new and innovating ways to enhance the experience of our clients.
- To set meaningful objectives and plans in consultation with stakeholders.
- Prepare and maintain procedures that cover all key processes in the business.
- To maintain all monitoring processes and keep adequate records.
- To record defects and enact appropriate corrective actions where necessary.
- To regularly review management systems and processes.
- To facilitate continual improvement.
- To ensure all procedures are communicated and made available to all staff alongside employee training.



**Ben Doolan 2015**

Managing Director

**Review Due 2018.**

This policy applies to all ATG employees.