

Quality Policy Statement

Advance TRS is fully committed to a policy of quality management throughout the company and maintains a philosophy of continuous improvement in all its operations and activities. This approach provides significant commercial strength and demonstrates that a commitment to quality is a fundamental priority, not an optional extra.

Advance TRS aims to attain the highest quality standards in the services it provides and is dedicated to operating a Quality Management System in accordance with the principles of ISO 9001:2015. This demonstrates a commitment to quality through open communication with suppliers, customers, and employees.

More specifically, through its continuous improvement philosophy, Advance TRS aspires to achieve the above aim by adopting the following objectives, relating to external and internal customers respectively:

- **Customer Satisfaction:** Provide our customers with a service that meets their current and future needs, as well as specified requirements, at an economic cost. The success of these objectives will be measured through customer satisfaction feedback and, ultimately, customer retention.
- **Team Collaboration:** Through focused team meetings, agree on common goals that will be achieved by inspired leadership, effective team-working, integrated communication, and a total commitment by all, to create a united and harmonious work culture. The benchmark for this will be employee and worker retention and development.
- **Performance Monitoring:** Through ongoing monitoring of company objectives and KPI performance, deliver a profitable, successful, and respected company that will continue to develop its market share through the provision of a quality service.

The Management Board retains overall responsibility for the development and operation of the management system. All company objectives and company KPI reporting will be made available for review upon request.

This policy statement will be formally reviewed on an annual basis to ensure its continued relevance and effectiveness.

Andy Ridout



Managing Director

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