

# Quality Policy

**T I R**®

TIR TRAINING SERVICES LIMITED

TIR Training Services Limited is dedicated and committed to become the leading provider of vocational qualifications in logistics to UK's employers. This can only be achieved by putting quality at the centre of everything we do to ensure that our learners have the best possible experience during their time on our learning programmes.

We are fully committed to comply with the requirements of the:

- ISO 9001: 2008 Standard
- Learning and Skills Act 2000 (Part III)
- The matrix Standard

These will be used as the basis to continually improve the effectiveness of our Quality Management Systems. This policy provides a framework for establishing and reviewing our objectives. Our current objectives focus on:

1. Contract compliance.
2. Achieving High Ofsted Grades.
3. Developing the business.

These objectives are used as a basis to measure and improve our performance ensuring compliance with customers' specified requirements.

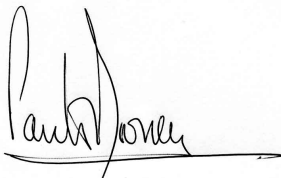
The responsibility for the implementation of this policy and all matters relating to quality rests with the Associate Director of Quality (ADQ), including:

- Analyse data to measure the success rate of the Trust
- Evaluate feedback from learners, staff, customers and supplier networks
- Gather information to use as the basis for continuous improvements

All members of staff are responsible for the work they undertake and for complying with quality procedures. It is their responsibility to identify and report, where appropriate, issues and/or opportunities for improvement to the Associate Director of Quality.

Full facilities are to be given to customers' representatives and approving organisations in carrying out assessments of the Quality Management Systems implementation.

This policy reflects the current business structure, size and operation. However, this policy will be reviewed for continuing suitability during management review meetings.



**E P Downey**  
Chief Executive