



Revised November 2009

Policy Document – Quality

Overview

At eLogistics, we're committed to taking a leadership role in our industry, by subscribing to high standards of quality. We aim to achieve complete compliance and zero defects by adoption of a system of procedures. We expect to be judged on our quality performance by existing customers, potential customers, and independent auditing authorities.

Application of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. The eLogistics policy for Quality is provided and explained to each employee by the Managing Director or Quality Manager.

To achieve and maintain the required level of focus on quality the Managing Director reserves direct responsibility for the Quality System with its routine operation controlled by the Quality Manager.

Objectives

The overriding objectives of the Quality Assurance System are total compliance with project plans and stated outcomes with zero defects. eLogistics also aims;

- a) To achieve and maintain a level of quality which enhances the Company's reputation with customers;
- b) To ensure compliance with relevant statutory and safety requirements;
- c) To endeavour, at all times, to maximize customer satisfaction with the services

Quality System

The eLogistics Quality Assurance System applies to all activities of the Company, and is fully documented and structured in 3 levels:

Level 1 : Documentation

Quality Manual

This document details the corporate quality policy and structure of the Company and references appropriate Operating Procedures.

Level 2 : Operating Procedures

These documents describe the actual process, and controls applied, to all activities concerned with the attainment of a quality assured contracting service. All employees are expected to operate to their quality plan.

Level 3: Quality Planning


As the Company operates a standard type and range of services, customer satisfaction and quality are achieved by operation in accordance with the documented quality system. Specific customer requirements are identified and documented during the contract review process, allowing these requirements to be communicated and achieved, ensuring satisfaction of all customer declared needs.

Management Review

Management review of the suitability and effectiveness of the Quality System take place at least twice per year. During each management meeting actions are allocated and recorded concerning the development of the Company's management system. During each project review, including the post project review, the quality performance of the project is recorded and evaluated.

The objectives of Management Review are:

- a) To establish that the Quality (Management) System is achieving the expected results and meeting the Company's requirements, continuing to conform to the Standard, continuing to satisfy the customers' needs and expectations, and functioning in accordance with the established Operating Procedures.
- b) To expose irregularities or defects in the System, identify weaknesses and evaluate possible improvements.
- c) To review the effectiveness of previous corrective actions, and to review the adequacy and suitability of the management system for current and future operations of the Company.
- d) To review any complaints received, identify the cause and recommend corrective action if required.
- e) To review the finding of internal/ external audits and identify any areas of recurring problems or potential improvements.
- f) To review the reports of nonconforming items and trend information to identify possible improvements.



Internal audits of the Quality System are undertaken at least once per annum to confirm that the function concerned is adhering to the Company's Procedures. A comprehensive Audit Programme is compiled at least a year in advance however, should particular needs be identified, the frequency of audit may be increased at the discretion of the Quality Manager.

Audits are undertaken by trained auditors who are directly responsible to the Managing Director and not to the personnel being audited. Any non-conformance observed is brought to the attention of the person responsible, and is recorded, documented and subject to timely corrective action to ensure full rectification and possible change to documented procedure.