



Quality Policy

CRTS Ltd was established in 1999 to provide servicing and repairs to the Refrigerated Transport industry. Based in Bodmin, Cornwall, we currently employ 12 people.

We have established this quality policy to be consistent with the purpose and context of our organisation. It provides a framework for the setting and review of objectives in addition to our commitment to satisfy applicable customers', regulatory and legislative requirements, as well as our commitment to continually improve our management system.

Customer focus: As an organisation we have made a commitment to understand our current and future customers' needs; meet their requirements and strive to meet their expectations. We regularly gather and monitor customer feedback and operate a customer complaints procedure.

Leadership: Our top management have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

Engagement of people: As an organisation we recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit. We support training and development of all our employees.

Process approach: As an organisation we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

Improvement: We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives and we regularly carry out auditing of our internal processes.

Evidence-based decision making: As an organisation we have committed to only make decisions relating to our QMS following an analysis of relevant data and information. We carry out Management Reviews, assessing audit results, customer feedback and complaints.

Relationship management: CRTS Ltd recognises that an organisation and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value. We select and monitor the performance of our external providers against a set criteria.

Our policy is to meet the requirements of other interested parties and in meeting our social, environmental, charitable, regulatory and legislative responsibilities.

We have produced quality objectives which relate to this policy and they can be found in document R07 Quality Objectives. These objectives are measurable and reflect our business aims.

This policy is available/communicated to all interested parties as well as being made available to the wider community through publication on our Website and displayed in our Offices.

Authorised by: Tim Edwards

Position: Managing Director

Date Approved: 27/07/2023

Review Due: 27/07/2024

A handwritten signature in black ink, appearing to read 'Tim Edwards', is written over a faint, larger version of the signature.