



**ACUMEN**  
Quality Policy

Acumen Logistics Group, comprising of Acumen Distribution Ltd and Acumen Automotive Logistics Ltd is engaged in Kerbside Recycling, Automotive Logistics and Distribution schemes for public and private clients who require a service they can have confidence in, to a set schedule, and to an expected standard within the constraints of statutory requirements and viable costs. In order to achieve this Acumen need to determine, agree & conform to Clients needs & expectations, whilst fulfilling the requirements of ISO 9001 and statutory law. In order to achieve this Acumen are committed to continuing to improve the:

- Service and environment for customers, employees, and vendors therefore contributing to the mutual business and personal success of all.
- Business efficiency which is dependent on the ability to select, train, mentor and effectively motivate staff who, through competence and enthusiasm, seek to fulfil the Company's commitment to quality and continuous service improvement.

### **Responsibility and Policy Implementation**

It shall be the responsibility of the Managing Director (with the assistance of relevant Managers) to ensure that all employees are made aware of:

- their own contribution and responsibility for quality
- the requirements of the individual job
- has a reporting route in the event of query
- Is capable of meeting requirements
- has the means of checking the quality of his/her own output
- Company quality performance

Top management will hold regular performance reviews to ensure quality objectives are met and subject to continual improvements.

Every employee is charged with the responsibility to meet customer requirements and continually improve the quality in keeping with our objectives.

### **Acumens key commitments**

- Understand customer needs and expectations and develop our technology and infrastructure continuously in order to meet these where practicable.
- Ensure minimum complaints and if complaints are received, they will be dealt with in a timely manner with a view to eliminate the root cause and prevent recurrence
- Maintain a healthy constructive work environment that enables staff optimal output.
- Comply statutory and other requirements and with the requirements of ISO 9001:2000 and continually improve the effectiveness of the Quality Management System.
- Maintain and improve the confidence of our Clients, management & staff re: requirements for quality are being fulfilled & maintained, & that quality improvements take place.
- Provide a framework for establishing and reviewing quality objectives

The quality management system will be subject to controlled review at regular intervals. This will provide the framework for the quality objectives. These objectives cannot be achieved without the co-operation and commitment of employees, customers and suppliers and adequate resources.

**Signed on behalf of Acumen Logistics Group by:**



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Chris Doughty – Managing Director

Date: 20/6/11 .....