

**Motus Traffic Ltd  
Quality Policy**

It is the policy of Motus Traffic Ltd to provide a range of products and services to meet the requirements of its customers and quality standard parameters, and that work is completed on schedule at the agreed price. All processes are carried out in a cost effective and timely manner and in accordance with the highest professional standards, aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of personnel and other interested parties.

To meet this commitment the organisation has documented, implemented and will maintain a quality management system which sets out to meet the requirements of BS EN ISO 9001:2015 and NHSS 8:2015 ensuring that it:

Is appropriate for the purpose & context Motus Traffic Ltd, the expected level of customer satisfaction and the needs of other interested parties.

The policy support the strategic direction of Motus Traffic Ltd.

Includes a commitment to meeting applicable requirements and to continual improvement.

Has the resources needed and the contribution of suppliers and Directors.

Provides a framework for establishing and reviewing quality objectives.

Demonstrates company management and ensures that the quality objectives are communicated, understood and implemented at appropriate levels of the organisation.

Is regularly reviewed at the management review meeting for suitability and effectiveness, addressing continual improvement and customer satisfaction.

The prime objective is to provide a quality product and service through a controlled quality management system and the adoption of a process approach. All personnel are advised and understand this policy and are trained as necessary in their personal responsibilities within the system and the records maintained.

This policy is approved by the undersigned Directors and is supported by all personnel within the organisation.

This document will be subject to annual review by the Board of Directors, copied to all employees on induction or updated changes and displayed on notice-boards inside Company premises.

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| <b>Objective / Required Improvement</b>                             | Compliance with ISO 9001:2015   | Monitor Customer Satisfaction   |
| <b>Means of Achieving the Objective / Improvement</b>               | Update the IMS ensuring it meets the requirements of the new standard (ISO9001:2015) and identify all operational procedures. | Send out and follow up on Customer Satisfaction Form with customers on a bi-annual basis. |
| <b>Target</b>   | Continued certification.  | Capture feedback from 75% of long-term contracts, also feedback from short-term contracts |
| <b>Actions / Notes to achieve the Object / Required Improvement</b> | To be reviewed every quarter over the next 12 months.   | To be reviewed every six months.  |

Jim Booth – Chairman ..... 