

## Exact Moves Quality Policy

**Exact Moves** are a business relocation specialist that recognises quality as part of the hub of providing a successful, efficient and competitive service. In order to provide this service we take time and understanding to employ the best staff and further train them to the high levels of experience that we offer to our clients.

Exact Moves internal ethics and processes ensure that all of our staff undergo extensive induction and continuous training to provide the highest quality standards that we insist upon.

Our management team reflects such skill levels as Sales, projects and moves. All of our managers are fully conversant in all aspects of the relocation process from the initial meeting to the collecting of the final crate and during this process we hand hold our clients to give them total peace of mind that we will deliver the project and surpass their expectations.

It is the responsibility of every employee extending from the Board of Directors to the move operatives to ensure that our products and services meet the quality criteria set by the Company.

The Company supports a culture that values the highest quality performance from every employee and every function with the objective of building in quality. The Company aims to support these commitments by the use of a Quality Management System which will be reviewed to assess its effectiveness and opportunities for improvement by;

- Establishing and maintaining a quality management system which conforms to ISO 9001/2000
- To be attentive to our clients needs and requirements, then develop those objectives and integrate them into our move solutions
- Continually improving customer satisfaction.
- To provide the ability for our people to formulate solutions that surpass our clients expectations
- Promotion of equal opportunities and to nurture innovation

- Continually develop the communication between staff and clients, and ensuring that all employees are suitably trained and resourced.

With our membership in the British Association of Removers and the Commercial Moving Group we are able to maintain and improve our services by being monitored by the OFT and the BSI with PAS126-2008 quality standard for Commercial Removals.

***Mr Rick Jones***

***Managing Director***