



munro's

Quality Policy Statement

Munro's Travel fully recognises its responsibility in terms of the delivery of a high quality service to its clients. We are committed to continual improvement in the quality of our service and continual improvement of the effectiveness of our quality management system.

Our quality objectives are to:

- Minimise the cost associated with poor quality service,
- Maximise client satisfaction and therefore customer retention.
- Placing the highest value on being customer driven and meeting requirements

In order to achieve these objectives, Munro's Travel has implemented a Quality Management System to meet ISO 9001:2015.

Our quality policy is based on the following:

- Commitment to meeting or exceeding customer expectations;
- Continual improvement in the quality of service we provide.
- The Identification of Risks involved with poor management of the IMS and associated Opportunities of its success.

Providing adequate resources for all personnel in order to develop and improve the Integrated Management System and provide high quality output for clients.

It is the policy of Munro's Travel to provide the highest possible quality of services to all our clients. The achievement of high quality and consistency calls for a systematic and disciplined approach by all personnel in all activities associated with the delivery of the customer's specific requirements.

All staff must ensure that:

- Their work meets the client requirements/specifications;
- They are familiar with and have read and understood the company's procedures and processes;
- They have all the equipment and resources necessary to complete the job in a satisfactory manner.

It is part of the companies training programme that this policy is understood, implemented and maintained at all levels in the organisation. This policy statement will be reviewed on a regular basis, at least annually to confirm its continuing suitability in assisting with the achievement of the company's objectives.

Signed:.....
Managing Director
August 2021

Murray Burnett, Proprietor