Crossland Tankers Ltd (CTL) manufacture, refurbish and repair road tankers for the chemical, bitumen, waste, milk & food industries. CTL are committed to operating a Quality Management System (QMS) that exceeds the requirements of ISO 9001:2015. The QMS aids the design, manufacture and delivery of CTL road tankers in compliance with all legal, statutory, regulatory or other requirements to ensure we meet our customer requirements and exceed their expectations.

CTL are committed to delivering the highest quality bespoke road tankers to achieve continued customer satisfaction. To achieve this, Management at CTL will continue to:

* Determine external and internal issues that are relevant to CTL purpose and strategic direction and that affect our ability to achieve the intended outcomes of the QMS.
* Determine interested parties, their relevant needs and expectations and compliance obligations that are relevant to the QMS.
* Communicate with customers when determining requirements for products and services and review.
* Plan, implement, control and maintain processes needed to meet our QMS requirements for the provision of products and services and strive to continually improve the QMS.
* Demonstrate leadership and commitment to the QMS and customer focus.
* Establish quality objectives and targets that are specific, measurable, achievable, realistic and timely taking into consideration applicable requirements and ensuring they are relevant to our conformity of products and services to aid the continual improvement of the QMS and enhance customer satisfaction, monitor these and communicate and update as appropriate.
* Determine risks and opportunities and take actions to address them to give assurance that the QMS can achieve its intended outcomes, enhance desirable effects, prevent or reduce undesired effects and achieve continual improvement.
* Determine and provide resources needed for the establishment, implementation, maintenance and continual improvement of the QMS.
* Source and utilise externally provided processes, products and services that conform to requirements and evaluate, select and monitor performance of external providers to ensure consistent delivery of conforming products and services.
* Determine competence of workers that affect the performance and effectiveness of the QMS, ensure all workers are competent on the basis of appropriate education, training or experience, determine the training needs associated with our QMS and take actions to acquire the necessary competence (information, instruction, training and supervision) and evaluate the effectiveness of the actions taken.
* Determine internal and external communications relevant to the QMS.
* Define clear roles, responsibilities and authorities and ensure these are communicated and understood.
* Monitor, measure, analyse and evaluate performance and the effectiveness of the QMS.
* Conduct internal audits to determine conformity of the QMS and ensure it remains effective.
* Review the QMS to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of CTL.
* Identify and control non-conforming outputs and determine and select opportunities for improvement to prevent unintended use or delivery of products and services, to meet customer requirements, enhance customer satisfaction and continually improve the suitability, adequacy and effectiveness of the QMS.
* Comply with all legal, statutory, regulatory or other requirements applicable to our products and services and respond to changing requirements/ conditions.
* Retain all documented information necessary for the effectiveness of the QMS.
* Implement and maintain/ review this quality policy statement, ensure all workers are aware of the quality policy statement and that it is available to all relevant interested parties at all times. Communicate the quality policy statement and ensure it is understood and applied within CTL.



**Signed:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** 25/04/2022

 Sean McKeown **Review Date:** April 2023

 **(Managing Director)**



Company Reg No: NI018916