

## **Brent Community Transport**

### **Quality Policy**

Brent Community Transport (BCT) is a registered charity and company limited by guarantee. Our aim is to provide a sustainable group transport facility for local community groups, public and private sector clients.

Quality is important to BCT because we value our members and recognise the need to assure existing and potential passengers our commitment to providing quality services. BCT strive to provide passengers with services to meet their expectations. BCT are aware of the time critical nature of our business and take all necessary steps to ensure vehicles are ready on time and have undergone the necessary checks and preparation prior to hire.

The Quality Management System is described in this manual and detailed in a Procedures Manual.

BCT quality management system is based around the ISO 9001 framework. The ISO standards outline the requirements for quality management systems or gives guidance on good management practice.

BCT will constantly monitor it's quality performance and will implement improvements where appropriate.



Signed.....

Dated.....02.12.2013.....

Chief Executive Officer