❖ Quality Policy

PCFS has built a solid reputation by providing our customers with a personalised approach in all areas of cargo logistics. We are committed to excellence in customer service throughout our ranges of services in Air & Sea Freight Forwarding, Customs Clearances, transport and warehousing.

The key principles underpinning our policy are:

- Individual acceptance of personal accountability and responsibility for consistently delivering agreed services
- Making every effort to follow all agreed customer requirements and all statutory and regulatory requirements related to the service being offered
- Continual monitoring and reporting of all agreed service quality and performance indicators
- Recognition of individuals who demonstrate excellence or innovation in service delivery

We maintain and continuously improve a Management System that complies with the requirements of ISO 9001:2015.
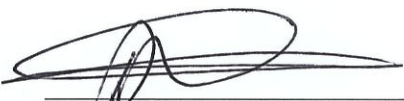
Our quality objectives are to:

- Consistently and efficiently deliver services to our customers that comply with their specifications and relevant standards
- Resolve customer, employee and supplier queries promptly and in a friendly manner
- Give our customers the utmost confidence in our products/services and ability to meet their needs

To achieve these objectives, we shall act to:

- Ensure high levels of management and staff involvement in all operational aspects
- Continuously engage all stakeholders in meaningful consultation and communication
- Measure our performance and use this information for the continual improvement of our services and Management System

PCFS quality policy is applicable to our Directors, employees, contractors and to any person or organisation that represents us as well as suppliers in the conduct of their activities for an on our behalf. This policy together with the measurable objectives and targets will be reviewed on an annual basis to ensure that it remains relevant and suitable to the operations.

Paul Petrovski
Director

26th May 2023
Date