



**FUTURE
FORWARDING**
DELIVERING QUALITY WORLDWIDE

FUTURE FORWARDING CO. LTD

QUALITY POLICY

DATE: October 2024

Introduction

The objective of Future Forwarding Co Ltd is to coordinate the shipment of goods on behalf of our clients from one destination to another using a range of carriers, ensuring goods are transported in the safest, most efficient, and cost-effective way.

Future Forwarding Co Ltd is committed to providing high-quality logistics services that meet or exceed our customers' expectations. We recognize that quality is a key factor in customer satisfaction and business success. Therefore, we are committed to continuously improving our processes, services, and systems to ensure that we deliver consistent, reliable, and efficient logistics service, based upon the requirements of ISO 9001:2015

Standards

ISO 9001:2015 specifies requirements for a quality management system where an organisation:

1. needs to demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements, and;
2. aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

Our quality standards are aimed at:

1. Creating a more efficient, effective operation
2. Increasing customer satisfaction and retention
3. Reduction in audits
4. Enhancing marketing
5. Improving employee motivation, awareness, and morale
6. Promoting international trade
7. Increasing profit
8. Reducing waste and increasing productivity



FUTURE
FORWARDING
DELIVERING QUALITY WORLDWIDE

FUTURE FORWARDING CO. LTD

QUALITY POLICY

Core Principals

Future Forwarding Co Ltd is committed to the following quality policies:

- A. **Customer Focus:** We will focus on meeting our customers' needs and expectations by providing timely, efficient, and cost-effective logistics services.
- B. **Continuous Improvement:** We will continuously improve our processes, services, and systems to ensure that we deliver consistent, reliable, and efficient logistics services. We will also seek to enhance our customer satisfaction and retention.
- C. **Employee Involvement:** We will involve our employees in quality improvement initiatives, encourage their suggestions and feedback, and provide them with the training and resources necessary to deliver high-quality logistic services.
- D. **Compliance with Applicable Regulations and Standards:** We will comply with all applicable regulations, standards, and customer requirements related to logistics services, quality, and safety.
- E. **Performance Measurement and Monitoring:** We will measure and monitor our logistics services' performance, customer satisfaction, and quality indicators to identify areas for improvement and track our progress towards our quality goals.

Responsibilities

All employees are responsible for complying with this policy and contributing to our quality improvement initiatives.

Managers are responsible for ensuring that this policy is communicated to all employees under their supervision, and that they are held accountable for compliance.

The Board of Directors is responsible for ensuring that this policy is implemented effectively and that appropriate resources are allocated to support our quality improvement initiatives.

Signed on behalf of **Future Forwarding Co Ltd**

Name: Richard Lawford

Position: Managing Director

Date: 15/10/2024

Richard Lawford

Richard Lawford (Oct 15, 2024 12:57 GMT+1)