

QUALITY POLICY.

ARI UK



WHAT IS ARI UK?

ARI UK is a leading fleet management company, specialising in complex car, van and HGV fleets. Headquartered in Chippenham, the UK business provides state-of the art fleet management solutions including maintenance management, commercial vehicle compliance, vehicle acquisition and remarketing, accident management, provision of daily rental, and driver risk management services.

ARI, a part of the Holman Automotive Group, (a family owned company), is a global vehicle management leader managing over 1.4 million vehicles with a work force of over 3,600 with offices throughout the United States, Canada, Mexico, Puerto Rico, Europe and the UK.

WHY IS QUALITY IMPORTANT TO ARI UK?

Quality is important to ARI UK because it promotes excellent customer service and results in:

- » satisfaction for its people and its customers;
- » repeat custom and customer loyalty;
- » the growth of a diverse customer base; and
- » an improved image for the company and its customers.

WHAT ARE ARI UK'S QUALITY OBJECTIVES?

- » Deliver services in accordance with regulatory requirements and best practice.
- » Establish, maintain and improve supplier relationships via the quality management system, using a performance based classification system for all Masterserve mechanical and body shop members.
- » Provide a fixed price strategy to ensure best value to all our customers.
- » Provide a prompt, courteous and knowledgeable response to all customer enquiries, utilising our customers' feedback to improve our service.
- » To maintain and continuously improve our quality management system (in accordance with ISO 9001).
- » To analyse and review performance on key processes, services and customer feedback through our regular management reviews.
- » Maintain our Partners in Excellence program which engages all staff to focus on qualitative objectives which are service orientated and customer focussed.
- » Develop and maintain a highly skilled and customer focussed workforce, who are capable of establishing and maintaining a world-class business and quality processes.

HOW WILL THE ARI UK QUALITY POLICY BE DELIVERED?

ARI UK's quality policy will be delivered and measured through the Quality Management System based on the four key principles of;

- » customer value;
- » process efficiency;
- » business development; and
- » engaging stakeholders

These help to ensure a culture that actively encourages customer service best practice and creates Raving Fans.

In order to deliver the policy effectively this policy statement and objectives will be reviewed at least annually, updated and reissued to all ARI UK people.

Keith Allen
Managing Director

