



## ARI FLEET UK

# QUALITY POLICY

### What is ARI UK?

ARI UK is a leading fleet management and vehicle leasing company, specialising in complex car, van and HGV fleets. Headquartered in Chippenham, the UK business provides state-of the art fleet management solutions including vehicle funding, vehicle acquisition and remarketing, maintenance management, commercial vehicle compliance, 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 2 million vehicles worldwide, with a work force of over 2,300 with offices throughout the United States, Canada, Mexico, Puerto Rico, Germany and the UK.

### Why is Quality important to ARI UK?

Quality is important to ARI UK because it promotes excellent customer service and ensures our continued success by providing:

- 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?

#### TO STRENGTHEN THE CORE BY:

- Adopting a process approach allowing us to effectively plan, implement, check and improve our processes (PDCA)
- Delivering services in accordance with regulatory requirements and best practice.
- Establishing, maintaining and improving supplier relationships via the quality management system, using a performance based classification system for all Masterserve mechanical and body shop members.
- Provide a transparent pass through pricing to ensure best value to all our customers.

#### TO POSITION THE COMPANY FOR THE FUTURE BY:

- Maintaining and continuously improving our quality management system (in accordance with ISO 9001:2015).
- To analyse and review performance on key processes, services and customer feedback through our regular management reviews.
- Identifying risks and opportunities



### **PUT PEOPLE IN A POSITION TO WIN BY:**

- Developing and maintaining a highly skilled and customer focused workforce, who are capable of establishing and maintaining a world-class business and quality processes.

### **ENGAGE THE HEARTS AND MINDS OF ALL EMPLOYEES BY:**

- Maintaining our Partners in Excellence program which engages all staff to focus on qualitative objectives which are service orientated and customer focused.

### **CREATE RAVING FANS BY:**

- Providing a prompt, courteous and knowledgeable response to all customer enquiries, utilising our customers' feedback to improve our service.

## 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 stakeholders.

Keith Allen  
**Managing Director**