



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 the foundation of our company and is fully embedded in our objectives and values. We are fully aligned to ISO 9001: 2015 standard and this is independently verified by BSI (British Standards Institute).

ARI UK commitment is to never compromise on safety, compliance and the quality of our services.

We have highly skilled teams both in the UK and across the globe that are dedicated to ensuring our customers' expectations are not only met but exceeded. Utilising our continuous improvement approach through monitoring market trends, innovation and advancing technology we ensure ARI UK remains an Industry leader. By understanding our customer needs, legislative and regulatory requirements we provide services that ensure safety, value, innovation and customer loyalty.

What are ARI UK's Quality Objectives?

- Delivering services in accordance with regulatory requirements and best practice.
- Developing and maintaining a highly skilled and customer focussed workforce, who provide a prompt, courteous and knowledgeable response to all customer enquiries.
- Adopting a process approach allowing us to effectively plan, implement, check and improve our processes (PDCA)
- To analyse and review performance on key processes, services and customer feedback through our internal audits and regular management reviews.
- 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.



- continuous improvement through monitoring market trends, innovation and advancing technology and developing our in house capabilities to remain an Industry leader.

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

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

Nick Caller
Managing Director