



IMPERIAL COACHES LIMITED

Quality Policy

Imperial Coaches Limited provides high quality private and contract hire of Public Service Vehicles to our clients using our wholly owned fleet of modern vehicles. We maintain and service our vehicles to the highest standards in compliance with all pertinent legal regulation and standards.

Imperial Coaches Limited operates its services under our Quality Management system and processes developed to meet the requirements of ISO9001:2015.

We provide our clients with best in class services through the application of our Quality Management System.

Imperial Coaches Limited Quality Management System ensures our clients shall receive the best practicable service through our commitment to our quality objectives, KPI's and measurement which we review regularly.

Imperial Coaches Limited are committed to meeting and/or exceeding all applicable legislation and customer requirements in the delivery of the services.

Our management system includes processes designed to provide continual improvement of our services to meet the developing needs of our clients and the relevant legislation.

Signed: *Inderpal Johal*

Inderpal Johal

Date: 17th April 2019