

DMN is dedicated to our quality policy that ensures that our movement and delivery service for vehicles and fleet management services in the United Kingdom, as well as our related operations, fully meet the requirements of our customers at all times.

DMNs goal is to achieve a high level of customer satisfaction at all times. Commitment to understanding our business context and implementing supporting organisational, managerial, and business systems is essential to realising that goal. Consideration of interested parties and risk management are essential factors for the ongoing development of our company.

We believe in customers and suppliers working together to pursue this policy. We continually strive to improve the quality, safety, and management of our services while ensuring that our legal obligations and contractual commitments are fully met.

Our quality policy is based on three fundamental principles:

1. Ensuring that we fully identify and meet the needs of our customers.
2. Examining our service provision and processes to identify the potential for errors and taking action to eliminate them.
3. Ensuring everyone understands how to do their job, and does it right the first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements and ensuring that the correct procedures are followed to meet those requirements.

Objectives to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy will be set, determined and monitored at Management Review. The quality policy principles and objectives will be communicated and available to staff. Training will be an integral part of the strategy to achieve our objectives.

Within this policy, we are committed to operating under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2015, planned and developed by our management team.

We are all committed to this standard for continual improvement and will maintain the necessary Quality Approvals consistent with our customer requirements.