

Nexus Vehicle Management Ltd

Quality Policy



It is the policy of Nexus Vehicle Management to provide its customers with a high quality service. Ultimately, Nexus' policy is to provide the people, organisation and resources to supply our customers with services that satisfy their requirement in every respect.

As part of this ongoing commitment to excellence, Nexus Vehicle Management is dedicated to providing the highest quality vehicle rental business services to all of its customers by consistently delivering services that meet or exceed customer expectation to develop user loyalty and so achieve strong business performance.

In doing so, we will operate in line with the British Vehicle Rental and Leasing Association (BVRLA) Code of Conduct.

Nexus' Quality Management procedures are mandatory for all staff; they are responsible for the quality of their own work and shall be made aware of Nexus' quality management requirements and processes.

A programme of periodic audits and reviews will ensure that quality is maintained and that the methods employed continue to reflect our commitment to continual improvement; effective, reliable and sustainable service delivery and solutions and added value for customers and suppliers.

It is our intention that all staff are aware of the importance of an effective Quality Management System and the part that they play in achieving stakeholder satisfaction.

This Policy will be reviewed in July 2021 and may be amended following consultation with members of staff.

Signed by:

A handwritten signature in black ink, appearing to read "J. Ellis".

John Ellis
Managing Director
25th June 2020