

Quality Policy for Adventure While Young

1. Purpose:

- The purpose of this Quality Policy is to ensure the highest standards of safety, reliability, and customer satisfaction in our shuttle services.

2. Scope:

- This policy applies to all employees, contractors, and partners involved in the operation of Adventure While Young's shuttle services.

3. Commitment to Quality:

- Adventure While Young is committed to providing safe, efficient, and reliable transportation services to our clients. We strive to exceed customer expectations through continuous improvement and adherence to best practices.

4. Safety and Compliance

- **Vehicle Maintenance:** All vehicles will undergo regular maintenance and safety checks to ensure they are in optimal condition.
- **Driver Training:** Drivers will receive comprehensive training on safe driving practices, customer service, and emergency procedures.
- **Compliance:** We will comply with all relevant laws, regulations, and industry standards related to transportation and safety.

5. Customer Satisfaction

- **Reliability:** We will ensure timely pick-up and drop-off services to meet our clients' schedules.
- **Communication:** Clear and open communication with clients regarding schedules, delays, and any issues that may arise.
- **Feedback:** We will actively seek and respond to customer feedback to improve our services.

6. Continuous Improvement

- **Regular Reviews:** We will conduct regular reviews of our operations to identify areas for improvement.
- **Training Programs:** Ongoing training programs for employees to keep them updated on best practices and new technologies.
- **Innovation:** We will explore new technologies and methods to enhance our services and provide a better experience for our clients.

7. Accountability

Doc No:	1.2.3_25_QMS	Compiled by:	S. Mtinkulu
Rev no:	0	Approved by:	S. Hlongwane
Date Created:	12/05/25	Date Effective:	01/06/2025

- **Responsibility:** All employees are responsible for adhering to this Quality Policy and contributing to the company's quality objectives.
- **Reporting:** Any issues or concerns related to quality should be reported immediately to management for prompt resolution.

8. Environmental Responsibility

- **Sustainability:** We are committed to reducing our environmental impact by using fuel-efficient vehicles and promoting eco-friendly practices.

9. Strategic Alignment

- This Quality Policy supports the strategic direction of our organization and is integrated into our overall business strategy.

10. Commitment to Continual Improvement

- We are committed to the continual improvement of our quality management system, ensuring that we consistently meet and exceed the expectations of our clients

Mr. Siphwe Hlongwane



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