



# Quality Policy Statement

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Version	6.00
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CWT							
LINK TO STANDARD:		9001:2015 5.2	DOCUMENT OWNER:		Andrew King		
EFFECTIVE DATE:		February 2019	RESPONSIBLE ORGANIZATION:		Products and Optimisation		
Revision History							
Version	Issue/ Revision Date	Revision History Details	Author	Reviewed by	Date	Approved by	Date
1.00	02-Jan-2017	Original Document	Lynn Ashall	Andrew King	02Jan17	Jamie Wybrow	02Jan17
2.00	27-Mar-2017	Changed 'management committee' to 'leadership team'	Andrew King	Jamie Wybrow	27Mar17	Jamie Wybrow	27Mar17
3.00	06Jun17	Removed 2 statements	Andrew King	Jamie Wybrow	06Jun17	Jamie Wybrow	06Jun17
4.00	08Mar18	Updated to new brand	Andrew King	Tony Panter	08Mar18	Jamie Wybrow	08Mar18
5.00	26Mar18	Added extra wording 'as the tool for continual improvement of the QMS' to bullet point 2	Andrew King	Sarah Baldwin	26Mar18	Sarah Baldwin	26Mar18
6.00	18Feb19	Replaced Johan Wilson with Gerry Hallan, changed company name and brand and also leadership team to market management team	Andrew King	Sarah Baldwin	18Feb19	Sarah Baldwin	18Feb19



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CWT is a market leader in corporate travel management. Our policy is to provide a total business travel service, incorporating cost and quality control procedures which meet our customers' expectations.

It is the policy of CWT to provide a business travel management service that continues to develop and meet the requirements of our customers commensurate with any relevant national and international regulations which apply to travellers.

This quality policy statement is achieved by obtaining the following quality objectives;

- Maintaining good customer and supplier relationships;
- Implementing and maintaining effective practices and procedures to meet the requirements of BS EN ISO 9001 (known internally as Operational Excellence) as the tool for continual improvement of the QMS
- Ensuring that resources are available at all times to operate the Quality Management System and to meet the specified customer and company requirements
- Ensuring that all persons engaged in making reservations and handling all documentation relevant to the customer's requirements possess the necessary skills to carry out the activities involved effectively
- Regularly evaluating and reviewing company performance and the service provided

The Market Management Team of CWT, are committed to the success of the Quality Policy including the Quality Management System, and shall ensure that it is understood through quality awareness training, and is implemented and maintained by all members of staff. It is therefore the responsibility of every member of staff, to comply with the relevant requirements of this Quality Policy statement.

A handwritten signature in black ink, appearing to read 'G Hallan', is shown within a rectangular box.

Gerry Hallan  
Senior Director of Traveller Experience, UK & Ireland