



Quality Policy Statement

Maple House | High Street | Potters Bar | Hertfordshire | EN6
5RF | United Kingdom

Tel. +44 (0) 20 3353 0000

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Document Name	Quality Policy Statement
Version	7.00
Issue/Revision Date	10 Jan 2021
Page	2 of 3

CWT

LINK TO STANDARD:		DOCUMENT OWNER:	Andrew King
EFFECTIVE DATE:	January 2021	RESPONSIBLE ORGANIZATION:	Business process and product integration

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
6.1	17Feb20	Annual review – No changes	Andrew King	Sarah Baldwin	17Feb20	Sarah Baldwin	17Feb20
7.00	10Jan21	Change of wording in reference to ISO 9001 – Certification no longer held. Changed the signature of this document to Fay Kim Tjao (Gerry Hallan has left CWT)	Andrew King	Samantha Simmons	10Jan21	Samantha Simmons	10Jan21



Document Name	Quality Policy Statement
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Issue/Revision Date	10 Jan 2021
Page	3 of 3

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 align with the principles of 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.

Fay Kim Tjoa
Director, Traveler Experience