



Quality Assurance (QA) Policy

Company Overview

Founded in 2024, **Sonic Transport UK Limited** provides freight services to the courier and haulage industry across the UK and Europe. Our headquarters are in Birmingham. Led by an experienced company director and a skilled core team, we bring extensive knowledge and expertise in the haulage sector to ensure efficient, reliable, and professional service.

Commitment to Quality

Delivering high-quality service is our top priority. We are dedicated to meeting or exceeding customer expectations at every opportunity. This commitment is reinforced by our internal **Quality Assurance (QA) Policy** and **Standard Operating Procedures (SOPs)**, which provide clear guidance for employees, drivers, and subcontractors.

QA Policy Objectives

To ensure consistent quality, customer satisfaction, and continuous improvement, Sonic Transport adheres to the following principles:

- 1. Employee Training and Review**
 - Comprehensive onboarding and ongoing training programs.
 - Regular performance evaluations to ensure skills and standards are maintained.
- 2. Driver Professionalism and Safety**
 - Mandatory use of Personal Protective Equipment (PPE).
 - High standards of professionalism and adherence to health and safety policies.
- 3. Efficient Routing and Tracking**
 - Optimized delivery routes to improve efficiency.
 - Real-time tracking to provide accurate Estimated Time of Arrival (ETA).
- 4. Effective Communication**
 - Continuous communication between drivers and customers to prevent information gaps.
- 5. Customer Feedback**
 - Feedback is actively sought after every delivery to measure satisfaction and identify areas for improvement.
- 6. Regular Internal Audits**
 - Scheduled audits to monitor compliance with quality standards and drive continuous improvement.

Accessibility and Responsibility

- The QA policy is available to all staff on the company website and is prominently displayed on the company notice board.
- The ultimate responsibility for maintaining Quality Assurance rests with the **Company Director**, while all employees are accountable for implementing the policy within their roles.

Review and Updates

This policy is reviewed **annually** to ensure it remains current and reflects the latest operational standards and regulatory requirements.

Latest Review: 03/03/2026

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