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NTEX Group

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Quality Policy NTEX Group

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Quality Policy NTEX Group

1.1 Introduction

At NTEX, we are committed to providing the highest quality transportation and logistics solutions to our customers. As an ISO 9001 certified company, we adhere to international quality standards. Our quality objectives focus on service level to our customers, handling of complaints, load factor optimization and maintaining sufficient internal knowledge.

1.2 Purpose

The purpose of this policy is to clearly communicate NTEX commitment to responsible quality work and establish guidelines for our operations. By adhering to this policy, we aim to create greater value for customers, employees and other stakeholders by taking responsibility for our processes, actions and the products and services we provide.

1.3 Scope

This policy applies to all aspects of NTEX operations. It encompasses our employees, contractors, products and services, and any other stakeholder involved in our activities.

1.4 Quality objectives and Commitments

Customer service excellence

We are committed to consistently meeting and exceeding customer expectations by providing reliable and timely services that align with their needs.

Delivery precision and customer satisfaction is regularly measured, we address any areas of improvement promptly.

Claims management

We strive to handle customer complaints efficiently and transparently, aiming to resolve issues promptly and to prevent recurrence through continuous improvement.

We comply with the NSAB:2015 in addition to applicable laws and regulations.

Operational efficiency

We focus on optimizing the efficiency of our transport operations to maximize load factors, optimize transportation routes and reduce environmental impact.



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Customer relationships

We prioritize building and maintaining strong relationships with our customers through regular engagement and proactive communication.

Workforce competence

We ensure that our employees possess the necessary skills and knowledge through ongoing training and development, encouraging a culture of continuous improvement and excellence.

1.5 Reporting

We are committed to transparent communication regarding our quality performance, initiatives and progress. We will regularly report on our quality efforts and encourage feedback from stakeholders to drive continuous improvement.

1.6 Training and Awareness

We are committed to promoting quality awareness among our employees, providing them with the necessary training and resources to contribute to our quality objectives. We will encourage a culture of continuous improvements and knowledge sharing within the organization.

By adhering to this quality policy, NTEX demonstrates its commitment to delivering high quality transportation and logistics solutions, ensuring customer satisfaction and continuously improving our processes.