









## Quality Policy

As a leader in automotive supply chain management Toyota Tsusho UK Ltd's (TTUK) main objective is to grow our strategic share of the world market. Our fundamental aim is to be an excellent Company by creating added value for our customers and society.

-  We will continue to build upon our current communication and training infrastructure to create a culture of learning, flexibility and change through leadership. People in all areas will have clear goals and demonstrate continual improvement in order to meet the emerging demands of our business. Core to this process is trust, co-operation, recognition and the provision of opportunities for personal development and growth by set objectives which shall be monitored and reviewed for effectiveness and suitability.
-  "Anzen" (Safety) is our first priority, we believe that a workplace which is strong in safety will demonstrate its strength through quality and delivery, and through this belief our aim is to achieve zero accidents.
-  We will communicate this policy and linked objectives clearly and openly across all levels of the organisation through regular meetings, ensuring it is understood by the provision of training for all personnel who in turn will be competent to carry out their role within the organisation.
-  Our customers need accurate, valid, reliable, timely, relevant and complete information. It is our aim to reduce time wasted by improving the accuracy of our work, and we are committed to continual improvement.
-  Team working is essential to our success, involving all our people in actively participating in agreed objectives to contribute their knowledge and skills to improve company performance and promote personal growth, development and worth.
-  Through progressive innovation, communication and process review our service will continue to be competitive and we shall be recognised as a world class service provider. Members of all Departments will increase their knowledge of our products and processes. This is achieved by the application of the "Toyota Tsusho Group Way" which is "Genchi Genbutsu" (Go and look for yourself), "Shokon" (a passion for business) and Team Power (Teamwork).
-  Through focus and commitment, we will improve our understanding of our customer's requirements by the continual improvement of our products and service offerings. We understand that our Customers' needs are constantly changing and we aim to evolve and provide solutions to meet those needs and by doing so we will be strengthening our links.
-  Our Directors, Management and Supervisory members have the responsibility for the implementation of the policy and must ensure that quality issues are given adequate consideration in the planning and day-to-day supervision of all work

Mr. A. Kitahara  
Branch Manager  
August 2019