

QUALITY POLICY

Our company supports the leading position in the field of express delivery of correspondence and cargoes, meeting the requirements and exceeding customer expectations.

By introducing a process approach to our business, we continually improve our services, improve processes based on objective data analysis, and increase satisfaction of all stakeholders - clients, employees, suppliers, and society.

In accordance with the principles of quality management, we adhere to the following obligations in accordance with the requirements of the international standard ISO 9001: 2015:

- Define and satisfy customer requirements, as well as legislative and regulatory requirements;
- We create and support the Company's environment, where each employee contributes to the achievement of the established goals;
- We analyze and constantly improve the quality management system, taking into account the risks and opportunities that may affect the achievement of the goals set;
- We introduce the latest technologies and innovations in the implementation of express transport services.

In order to increase the satisfaction of our clients and continuous improvement of the quality management system, we strive to improve the operational efficiency of the Company by focusing on key services, expanding our own transport network, developing employees and innovating processes.

The top management undertakes implementation of the Quality Policy to ensure that it is understood and supported by employees of the Company.

"TMM Express" LLC General Director N.P. Storozh

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