

QUALITY POLICY

Alfaran Trailers is one of the leading transportation and logistics companies in Malta.

Alfaran adopts a Quality Management System based on the requirements of SM EN ISO 9001:2015.

Alfaran has established the following strategic objectives to be pursued through the Quality Management System:

Long Term Vision

- Establish long-lasting business relationships with clients that have strong potential for development and growth.
- Perform at optimum efficiency in every aspect of the operations in order to ensure the highest possible level of customer satisfaction.
- Comply constantly with all laws and respects the requirements and practices of the different countries.

Suppliers

- Collaborate only with the most reputable organisations in the business

Customer Focus

- Provide excellent service by putting the customer at the centre of all activities.
- Meet customer requirements in a timely and professional manner without ever comprising the business ethics and principles.
- Provide a flexible service that suits the needs of the customers.
- Respond quickly to the changing demands of its clients
- Strive constantly to identify and understand the needs and expectations of the customers
- Give the required and deserved respect and attention to all clients.

Resources

- Treat every employee with courtesy, fairness, and respect
- Ensure that equipment is adequate to meet the needs of customers.
- Ensure that all staff are adequately trained to perform their assigned duties and are able to adapt to difficult and unforeseen operational circumstances.
- Harness and develop the experience and knowledge earned over the years.
- Urge teamwork and cooperation between the employees of Alfaran and also with customers and other interested parties

Quality

- Remain committed to continuous improvement in all work practices.
- Nurture constantly the culture of good quality and continuous improvement

Director
Angelino Abela

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