



Scan Global Logistics A/S

Quality policy, objectives & targets

Quality policy

SGL is a Scandinavian-based logistics group with employees and partners worldwide. We have our own offices in 19 countries and our business keeps growing. We will continue our global expansion to ensure that we are an attractive partner to our customers.

High quality is an integrated part of SGL's management system. Our quality management system documents the coordination of processes within our organization.

We always focus on our customers and the cooperation between our customers, suppliers and employees.

Any quality deviations will be registered and dealt with through our quality management system to avoid any recurrence.

This is why SGL has built a quality management system in accordance with the requirements of ISO 9001.

Quality objectives

We want to:

- respect customer agreements
- focus on customer needs
- register deviations
- deal with customer inquiries prompt and professionally
- advice our customers within all types of transportation issues
- deal with deviations and claims fast and effectively.

Quality targets

98 % of all shipments must be:

- delivered at time agreed upon
- delivered without deficiency
- delivered undamaged
- invoiced on time
- correctly invoiced.