



Description of the quality assurance and security system

1. The Idea

The foundation of our quality assurance system is to meet the Clients demand to supply transport solutions of high quality. This being the background for this description being established in January 1994 and being applicable to all areas of business within our Company.

2. Scope of Business

Bendix Transport Danmark develops, produces and markets various concepts of service within the transport-, forwarding- and terminal industry. Furthermore integrated logistics solutions have been developed and are being marketed with the purpose of offering a complete concept i.e. total transport.

The basis for our Company was created the 1st of May, 1902. The Company is a 100% owned Danish Limited Company.

The Head office is located in Copenhagen and 2 branch offices are being operated in Fredericia and Glostrup.

3. The Purpose of Quality

This Assurance Quality System has its basis in the conception of quality. Quality is for Bendix Transport Danmark all elements of the servicepackage which are influencing the Clients conception of consent. Bendix Transport Danmark wishes to be a leader of quality within its scope of business.

4. The System of Quality

To ensure our goal of quality Bendix Transport Danmark has established a quality assurance system identical to DS/ISO 9002.

The system is constructed in a way that:

- Errors are prevented instead of having to be corrected.
- Claims are being registered and analysed.
- Measures are taken to establish whether errors must lead to adjustments of the system.

Organization

The chart of the organization shows that Bendix Transport Danmark is split up in various departments specialized in various functions. The organization is flat to ensure fast decisionmaking. The area of quality is being the responsibility of the individual departmental manager with direct reference to the Management.

Organization of Quality

The quality Manager (Departmental Manager) refers directly to the Management. Furthermore he is a participant in The Leader Group. The departmental Manager is responsible for ensuring that the quality system is strictly followed by his staff.

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Medlem af Nordisk Speditørforbund.
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Bestemmelserne begrænser vort ansvar for bortkomst, forringelse eller beskadigelse af gods til SDR 8,33 pr. kg og for forsinkelse op til fragtbeløbet, maksimalt SDR 50.000 for hver ordre. Ved oplagring er speditørens samlede ansvar for skade ved en og samme hændelse begrænset til SDR 500.000 (§ 27). Særlig opmærksomhed henledes på, at krav mod speditøren forældes efter 1 år (§ 30), og at panteretten (§ 14) omfatter såvel aktuelle som tidligere krav. Krav på fragt m.v. skal honoreres uanset handelsaftalens leveringsbetingelser (§ 10).

Member of the Nordic Association of Freight Forwarders.
All services rendered are subject to the General Conditions of the Nordic Association of Freight Forwarders (NSAB 2000). Under these conditions our liability for loss of, deterioration of or damage to goods is limited to SDR 8.33 per kg and our liability for delay is limited to the amount of the freight, but not exceeding SDR 50,000 per order. In connection with storage, the freight forwarder's total liability for damage is limited to SDR 500,000 for any incident of damage occurred (clause 27). Special attention is directed to the stipulations that claims against the freight forwarder are statute-barred after one year (clause 30) and that the lien on goods (clause 14) applies to both current and previous claims. Claims for freight etc. must be honoured regardless of the terms of delivery under the contract of sale or freight agreement (clause 10).



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The responsibility for improvements and adjustments of the system lies with the departmental managers. The development of the system is being handled in co-operation between the managers and the staff.

The managers are responsible for ensuring that the system all the time fulfils the internal as well as external demands for quality.

Responsibility and Authority

All staff is responsible for carrying out the work strictly in accordance with the guidelines of the quality assurance system. Furthermore the staffs are responsible to report discrepancies of the system also in relation to other departments.

The Managers are responsible ensuring that the system is practical in the daily work in a way that is improving the goals of quality of the Bendix Transport Danmark's quality philosophy. It is the responsibility of the managers to ensure that all Staff is receiving proper instructions of the system.

4. The Quality Assurance System

4.1 The Responsibility of the Management

Policy of Quality

In paragraph 3 the policies for quality etc. are described in detail. These are currently being controlled to ensure that these are always in accordance with the purpose of Bendix Transport Danmark. It is the responsibility of the Managers to ensure that the goals and the policies of the Company are known and understood by all the Staff in a way that the daily work is carried out accordingly.

Responsibility and Authority

The Bendix Transport Danmark' organization appears on the organization chart. Each Manager must ensure that responsibility and authority of the individual staff is clearly defined.

Measures for Verifying the System

It is the responsibility of the Managers to ensure that receipt of bookings and the handling of same are done strictly in accordance with the demands of the customers and the principles of the quality assurance system. All deviations to be reported in Reports of Deviations. It is the responsibility of The Management during the year to carry out internal audits of the quality assurance system by qualified trainees and to ensure that the system is always in accordance with the principles of DS/ISO 9002.

At least twice annually the Leader Group - Board of Directors and Managers - carries out a critical evaluation of the system. This evaluation starts with the results of the internal audits and the final results are listed in the Minutes of Meeting.

4.2. The Quality Assurance System

This system is split up in 3 levels - a strategical, a tactical and an operational. The strategical level is focussing on the Managements' declared goals and policies and is describing the overall terms and the main areas of the system. This level is described in detail in this description, and is circulated as Bendix Transport Danmark's external description of quality. The daily guidelines for quality come from



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the tactical level, which describes exact procedures for all quality critical areas of work. These procedures describe individual areas of work and responsibility and authority of each job. These procedures are all placed in the Collection of Procedures. Operationally the work is carried out according to detailed Instructions of Work. This level keeps track of all documentation, which the system is currently producing. This Documentation is filed in accordance with the guidelines of the system. It is the responsibility of the Managers to currently ensure that all routines are carried out in accordance with approved procedures and instructions.

4.3 The Contract

Bendix Transport Danmark has established documented procedures for:

- Preparing and distribution of quotations
- Receiving Bookings and the registration of same

These procedures must ensure:

- That the scope of work is clearly defined and documented
- That the Clients and Bendix Transport Danmark are in full agreement of the terms and conditions of the contract.
- That Bendix Transport Danmark is fully capable of carrying out the order professionally and efficiently

4.4. Handling the Documents

All data of relevance to quality are filed according to written procedures and instructions. Manuals are clearly describing how to establish and file documents and data relating to the quality assurance system. It is the responsibility of the departmental Manager to ensure that these procedures are strictly followed. Specific methods are available specifying these procedures and instructions in order to ensure a uniform and homogeneous documentation tactically as well as operationally.

4.5 Measures of Correction

Bendix Transport Danmark maintains documented procedures to ensure that all deviations are being registered. Forming basis of these registrations the Managers will take the necessary measures to correct these. They are further responsible to ensure that the measures of correction are safely implemented. The Results are automatically forming part of the agenda for the monthly managers meeting.

4.6. Identification of the shipment and track and tracing

It is being ensured that all the shipments of Bendix Transport Danmark are easy to identify via the computer system. This ensures that all relevant data of transportation are easy to trace. Documented procedures specify the registration and filing of all documents relating to the shipment. It is the responsibility of the departmental Manager to ensure that these procedures are strictly followed.

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4.7. Financial Control

Documented procedures ensure, that the financial department works according to these in an efficient and safe way. It is the Financial Manager' responsibility to ensure that the pro-cedures are strictly followed. By these procedures well defined policies have been worked out for all financial areas.

4.8. Computer - Control

All the offices of Bendix Transport Danmark are working On Line through a fully integrated PC/EDI orientated network. The system is on line with the Customs Authorities. The Software is specially developed to handle documental routines relating to the scope of business of Bendix Transport Danmark in an efficient, rational and correct manner.

5. The System of Security

Bendix Transport Danmark have an active Security Program, which includes:

- All suppliers (Hauliers etc.) are checked and security approved by Bendix Transport Danmark
- All Shippers have to sign a Security Declaration
- Only cleared Staff have access to the Freight Terminals of Bendix Transport Danmark
- The Freight Terminals of Bendix Transport Danmark have approved Security and Alarm Systems

6. Environmental Policy

Bendix Transport Danmark works for a better environment for the employees and the community. We are carrying out our daily work with respect to and in consideration of the environment and in accordance with the environmental legislation - always in a way that have the least negative impacts on the environment. Consciousness, consideration, respect, recycling are some of the important keywords in our agenda for the preservation of the nature.