

Channel Commercials PLC Quality Policy

The primary business objective of Channel Commercials PLC is to offer the commercial vehicle, coach and bus operators and Rail Wagon Operators in the private and public sectors, a top quality and professional service in sales and after sales, in the form of service, body repairs, painting, sign writing, parts sales and the maintenance, repair and overhaul of railway rolling stock and associated components. The Company considers that the expectations and needs of the customer is paramount and will always be considered as part of its policy.

The Company has developed and implemented a Quality Assurance System that conforms to the requirements of BS EN ISO 9001:2015.

The Company has been audited and accredited to Railway Group Standard RIS-2450-RST for the sale of new, repaired and overhauled safety critical and non-safety critical components and services relating to railway rolling stock.


The management and staff are committed to achieving the highest standards of quality, and all are aware of the Company Quality Policy and their personal responsibilities in achieving and improving these standards.

The Quality System has the full approval of the Managing Director who has full responsibility and authority to implement and maintain the policies and procedures within the Quality System. The Quality Assurance Manager has the responsibility of maintaining the Quality System on a day-to-day basis and is directly responsible to the Managing Director. Amendments to the Quality System can only be carried out through the Quality Assurance Manager. The system is reviewed for continuing suitability at each Management Review Meeting. The Quality procedures describe, in broad terms, how this is to be achieved.

In close liaison with DAF and Network Rail, Channel Commercials PLC is committed to develop its organisation and work force to become recognised publicly as a market leader in its field of business.


The Company has a policy of training and supervising its staff to ensure that this policy is, and remains, effective.

Authorised by:



(Managing Director)

Co-signed by:



(Quality Assurance Manager)

Date reviewed & authorised: _____23rd January 2024_____