

What's New

BSI give Qdell/LHR Express Cars the thumbs up!

We had our annual BSI ISO EN 9001:2008 inspection on Monday. Feedback from the client manager was fantastic.

Abdul Ladek reported *"The objectives of this assessment have been achieved. Based on the objective evidence detailed within this report, the areas assessed during the course of the visit were generally found to be effective.*

The organisation continues to demonstrate dedication and commitment to quality and performance improvement with well organised and efficient systems and records management. There were no outstanding nonconformities to review from previous assessments.

We are really pleased with this feedback and Thanks to everyone in the team who made this a success. Our next inspection in February looks at our continued Environment Management System ISO EN 14001:2004 accreditation. We will keep you all informed.



We would like to thank every one who responded to our Christmas Donation campaign.

From your responses we raised £560.00 and Ian has gracefully increased this amount to £750.00

Thank you

Management Review

We held our first management review for 2014 in January, looking back at 2013 and forward into 2014. We have received some great feedback from our customers and based on the customer satisfaction forms we received were able to produce the following charts.

Figures show a steady increase in performance across all areas and the customer satisfaction shows an improvement in all areas.

We rely on feedback from our customers to adopt/amend procedures to ensure our service levels are maintained. Please visit our website and complete a customer satisfaction survey to help us continually improve. Download the form from www.qdellhr.co.uk or email Julie@qdellhr.co.uk for more information.

Welcome to 2014

We would also like to welcome our new accounts for 2014. One of our new clients -



Lucozade & Ribena on Stockley Park, have chosen LHR as their preferred supplier.

Georgina Lamb of Lucozade explained that after trialing several companies, LHR had by far the best drivers, our cars were always clean and tidy, and all this was put together with excellent service.

We also look forward to working with our existing customer base and wish you all a prosperous 2014

