Quality Policy

Holman Fleet Limited

What is Holman Fleet Limited?

Holman Fleet Limited (previously ARI Fleet UK) is a leader in fleet funding and management solutions. Holman Fleet Limited has 2 offices in the UK: Birmingham and Chippenham. With over 100 years of experience as part of the Holman Enterprises Group, Holman offers innovative solutions that maximise value throughout a fleet's lifecycle. Holman's Buy-Drive-Service-Sell model ensures value added at every stage, from acquisition and maintenance to compliance and disposal. With a global network spanning North America, Europe, and the UK, Holman manages over 2 million vehicles, with a focus on delivering exceptional customer service.

Our Vision: Driving fleet solutions to maximise the value of every vehicle, every day.

Why is Quality important to Holman?

Quality is the foundation of our company and is fully embedded in our objectives and values. We are fully aligned to ISO 9001: 2015 standard and the BSI (British Standards Institute) independently verifies this.

Holman commitment is to never compromise on safety, compliance, and the quality of our services.

We have highly skilled teams in the UK and across the globe that are dedicated to ensuring our customers' expectations are exceeded. Utilising our continuous improvement approach through monitoring market trends, analysing vehicle data, innovation and advancing technology we ensure Holman UK remains an industry leader.

By understanding customer needs, legislative and regulatory requirements we provide services that ensure safety, value, innovation, and customer loyalty.

What are Holman's Quality Objectives?

- Deliver a great customer experience through operational excellence.
- Cultivate a workplace to attract, develop and retain energised staff.
- Amplify Holman Product and Service value in the market.
- Transform and simplify how Holman plans to enable profitable growth.
- Execute with an economic and business first mind-set.
- Deliver the financial plan.

What does Quality mean to our stakeholders?

- Quality for our customers means they can rely on our products and services to consistently meet their specifications and requirements.
- Quality for our suppliers means we work in partnership to achieve stable, long-term growth and mutual benefits, while keeping ourselves open to beneficial new opportunities.
- Quality for regulatory authorities means that we will operate ethically and with integrity to the highest standards while advising our customers in regard to their obligations in order to meet all applicable regulatory requirements.

- Quality for our partners means each individual partner takes personal accountability to ensure our work meets or exceeds customer requirements.
- Quality for our company means we all drive a continuous improvement culture that is enabled by process improvement and the QMS.

How will the Holman quality policy be delivered?

We will actively pursue ever-improving quality through our QMS to enable each employee to do their job right, the first time and every time.

In order to deliver the policy effectively this policy and objectives will be reviewed at least annually, updated and reissued to all Holman Fleet Limited stakeholders.

