



Cargo Quality Policy

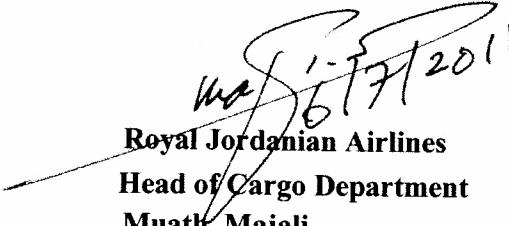
Royal Jordanian Cargo is committed to business excellence. We have earned a reputation for excellence by providing our clients with superior-quality **Cargo** services. We ensure that our work meets the highest standards of professional performance, satisfies and exceeds clients' expectations and delivers exceptional value.

We recognize that quality is essential for all of our operations and is critical for every client. At **Royal Jordanian Cargo**, quality, innovation and creativity are everyone's responsibility and our quality management system (ISO 9001:2008) is based on our corporate value of excellence.

We are committed to **Cargo** excellence as encapsulated by the following principles:

- Cultivate and foster quality culture within Cargo sections.
- Develop a comprehensive competency and training requirements to ensure that all employees and managers are trained and developed to the extent necessary to deliver high quality services.
- Develop annual quality objectives for all Cargo processes to measure our progress towards achieving this policy.
- Develop and implement a systematic approach to building in quality and reliability by driving continual improvement in all processes related to Cargo.
- Consistently strive to improve our quality through learning, sharing, benchmarking, innovation and participation in continual improvement programs.
- Comply with applicable Jordanian and International Cargo Airlines statutory and regulatory requirements to multi-discipline in Cargo services (Reservation, Warehouse, Transit, Export, Import, Dangerous Goods, Safety, Sales, Pricing, special Agreements, Tracing, Acceptance, Air Mail, Courier and Cargo control).
- Comply with all applicable (Local and International Authorities Rules, Procedures and MEMOs).
- Utilize communication methods and systems to ensure that client's requirements are fully understood by Cargo personnel.

The Quality Policy is communicated and understood within the Cargo and will be reviewed periodically for continuing suitability.


Royal Jordanian Airlines
Head of Cargo Department
Muath Majali