 Temperature Controlled Distribution	Name	Quality Policy	Author	Stuart Fish
	Number	QM010	Approver	Chris Sharp
	Version	6	Issue Date	20/11/25
			Effective Date	21/11/25

TCD is a Limited Company based in Irlam, near Manchester. TCD has dedicated drivers to take care of your consignments. We specialise in dispensing and distribution of pharma and medical items to homecare patients. We also undertake distribution from pharmacies, compounding units and hospitals however will also undertake any general haulage consignments and can also provide storage at their secure unit.

We are a reliable, flexible and committed homecare pharmacy & transport partner who will strive to help you meet your promises. Proactivity and innovation is at the heart of what we do and ensure that communication is key to keep goods safe when in our care.

Our equipment and vehicles are well maintained, clean and unmarked to ensure discretion. Our drivers are uniformed, DBS checked, fully trained and easily contactable. Whatever you need you can trust TCD Medical to do this to your exact requirements.

Drivers will collect and secure your goods from wherever you instruct and deliver goods to your specified location within your time constraints. We are an open & honest professional service for you, with full communication at all stages of the job, ensuring that even if a delay is encountered, we will be able to agree a solution with you.


The TCD Quality Policy is primarily concerned with providing the level of service that you the customer require on a consistent basis in a standardised way however, on a job-to-job basis, we are extremely flexible to meet your needs.

TCD is a respected, reputable support company working to the high standards of ISO 9001:2015. During 2025 TCD Ltd will seek to employ a dedicated Quality Manager to ensure all procedures, processes and policies are appropriate to the needs of our customers. Currently, the company Quality & Operations Director is our QMS lead.

TCD is committed to continuous improvement and work will begin in due course to update the QMS to include the registration of TCD's industrial unit as a pharmacy

The TCD Ltd Quality Policy helps us to:

Meet the requirements of ISO 9001:2015 in pursuit of its primary objectives, the purpose of the organisation and the context of the organisation.

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Meet & exceed the expectations of our customers & interested parties.

Comply with all legal requirements & codes of practice applicable to our activities.

Reduce “risks” to a manageable level through constant use of our risk management procedure.

Provide and implement a framework for setting, monitoring and reviewing our objectives, programmes and targets.

Provide all the necessary resources required to enable our objectives to be met: From equipment, to staff, to training and to audit and review.

Customer service is an essential part of the quality policy, to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on them and our business.

Ensures that we always act with regards to our Modern Slavery Statement.

Maintain the Business Management System to achieve these objectives and seek continual improvement based on “risk”. Review is undertaken regularly, with internal and external annual audits.



Chris Sharp
 Managing Director
 21/11/25

1.0 APPENDICES

1.1 Version History

Version History					
Doc No:	QM010	Name:		Quality Policy	
Old Version	Obsolete Date	New Version	Issue Date	Reason for changes	Distribution List
5	N/A	6	21/11/25	Reformatted	All staff