



Service Excellence!

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Tel 0405 323890

Quality Assurance Statement

With nearly 40 years in the air and sea freight business Cargo Traders International knows that every detail of our customer's logistics requirements must be carefully addressed and monitored to ensure our quality of service is streamlined.

Quality to us is more than just meeting supply chain performance goals. It is achieved by working closely with our clients, understanding their concerns and objectives, and creating customized solutions to exceed their expectations.

Quality assurance ensures our organisation's ability to meet the requirements of our customers while complying with the statutory and regulatory requirements. It facilitates improving customer satisfaction and addressing any risks and opportunities associated with these logistics.

Statement of intent

To meet our company's quality management objectives, we intend to:

1. Work in partnership with our customers to ensure their needs are fully met and to always be customer focused.
2. Ensure that quality, customer focus and company policies and procedures are integral to our working practices.
3. Include quality and customer focus in the development and training of all employees to enable us to meet our quality obligations and regulatory standards to ensure we exceed customer expectations.
4. Actively seek our customers' opinion of our performance and our quality culture and act upon the feedback we receive.
5. To take quick and corrective action while always communicating with our customers on any action taken.
6. To strive to achieve the principle of 'getting it right the first time' every time whilst communicating with our customers every step of the way.
7. To ensure our fully integrated technology is always up to date and in line with regulatory requirements in every country to ensure goods are delivered in optimum condition and to customer specifications.
8. To offer timely quotations, accurate invoices, and access to real time information to ensure our customers that our team goes above and beyond to cater to each client's specific needs.
9. To develop long term sustainable relationships with our customers based on mutual expectations and respect.

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Mission Statement

Our mission at Cargo Traders International is simple: to provide safe, reliable cost effective high quality Freight Forwarding services for our valued clients. We are honest and ethical, and always conduct our business with the highest integrity.

Our strong support team takes personal ownership of their actions and go above and beyond to cater to each client's specific needs. Through open communication and exceptional service, we know you'll find what you're looking for with our Freight Forwarding Service.

We can arrange your Airfreight and Seafreight shipments, Import or Export as well as arrange your Customs Clearance and Delivery. We have a network of agents around the world that works with us to provide a seamless and cost effective solution for you.