



Quality Policy

Quality is a constant concern that dominate LeasePlan Portugal acting, internal and externally, and occupy a first place in its’ leadership strategy. It´s visible in our positioning since we seek to be a partner that provide excellence services in fleet management and cars.

To LeasePlan Portugal, Quality consists in the assumption of an important commitment made to our customers, suppliers, employees and society in general, which expresses as follows:

By active contributing to an effective reduction of costs incurred by customers
Through full compliance with the commitment made to our stakeholders
In search for continuous improvement of the provided products and services
In constant search for a sustained increase in customer satisfaction levels and consolidation of established business relationships in the commitment to respond promptly and effectively to the requests made by our clients
In making available the necessary information to a correct understanding of our offer
In the behavior of all our employees, which illustrate, our four guiding principles, <i>Collaboration, Authenticity, Commitment and Curiosity</i>
Incorporating feedback, needs and expectations of our customers and other interested parties, optimizing their processes and developing their systems and launching differentiating and innovative services
Identifying opportunities and minimizing the risks of the business
Being proactive in presenting mobility solution
Encourage the generation of innovative ideas to create value for our customers
Ensure systematic research and implementation of innovative solutions that ad value to our stakeholders
Optimize project management and initiatives to ensure the time to market
Make our employees aware of our Quality Policy
Planning and meeting applicable requirements, with a view to continuously improving the effectiveness of the Quality Management System
Establishing a relationship of partnership and mutual benefit with our suppliers, ensuring through the conclusion of appropriate protocols, the provision of high levels of service and competitive commercial conditions, aligned with market practices
To play an active role in promoting the well-being of our people, their families and society in general, incorporating in their actions social and environmentally responsible behavior