

QUALITY POLICY



OF PT XENA PRANADIPA DHIA CAKRA (DHIA CARGO)



At DHIA Cargo, we are committed to providing reliable, efficient, and customized logistics solutions to our customers, exceeding their expectations and building long-term partnerships.

Our quality policy is based on the following principles:

1



CUSTOMER FOCUS

We understand and anticipate our customers' needs, delivering tailored solutions to meet their logistics requirements and exceed their expectations.

2



CONTINUOUS IMPROVEMENT

We strive for excellence in our services, continually improving our processes, systems, and performance to enhance customer satisfaction and operational efficiency.

3



INTEGRITY AND TRANSPARENCY

We operate with honesty, integrity, and transparency in all our dealings, ensuring trust and confidence with our customers and stakeholders.

4



COMPLIANCE

We comply with relevant laws, regulations, and industry standards, ensuring the highest level of professionalism and quality in our services.



OUR SERVICES INCLUDE:



Export and Import Services
(Sea, Air, and Land Freight)



Warehousing and
Storage Solutions



Supply Chain
Management



Customs Brokerage
and Clearance



Hand Carry
Services



Domestic and Intercity
Delivery



WE ARE COMMITTED TO:



Providing high-quality services that meet or exceed customer expectations



Ensuring timely delivery and reliable transportation of cargo



Maintaining the confidentiality and security of our customers' cargo



Fostering a culture of teamwork, innovation, and continuous learning among our employees



This quality policy is communicated to all employees and is available to our customers and stakeholders. We review and update this policy regularly to ensure it remains relevant and effective.

Director/CEO

PT Xena Pranadipa Dhia Cakra (DHIA Cargo)

