

quality manual

Need A Skip Ltd

Section 2

Management Responsibility

2.3 Quality Policy Statement

The Policy of Need A Skip Ltd is to ensure that all of the company's employees dedicate their daily activities to the implementation, application and maintenance of the Quality Management System, the scope of which covers waste carrying, waste management, waste re-cycling & associated activities.

By working in accordance with the requirements of a defined standard (BS EN ISO 9001:2008), the company will review customer's needs to ensure all requirements can be met to the satisfaction of the customer. The company will also invest in its people by providing the necessary training and guidance required, to continually improve and maintain organisational goals.

The management team will monitor the quality system, and periodically introduce revisions using both internal audit and management review techniques.

The stated Quality Objectives, which are measurable and meaningful, include:

- Year on year reduction in number of customer complaints.
- Year on year increase in repeat business and referrals.
- Year on year increase in re-cycling and treatment of waste materials.
- Year on year reduction in waste to landfill.
- Year on year reduction in number of internal audit non-conformities.
- Year on year reduction in number of external audit non-conformities.

Quality Policy Approved: _____ Date Approved: 31/12/09