
	Quality Policy	
	ROE-QUA-P-001	

## QUALITY POLICY

With extensive experience in the waste disposal industry we have become aware of the importance of listening to our customers, and potential customers, regarding the services they require. We have learned that in order to stay in business our main focus needs to be on our customer's needs and expectations.

Our principal aim and objective, therefore, is to remain in the market place as a profitable business by ensuring we remain focussed on our customers.

To this extent we realise that meeting customers' requirements and expectations is the key to long-term sustainability.

Our key objectives are expressed in four main areas

**CUSTOMERS** – to completely satisfy their needs and expectations, as much as they can be understood, and provide value for money – our success here is measured principally by the amount of repeat business carried out

**SERVICE**– to continually improve our level of service by seeking to determine what would delight our customers – our success here is measured principally by monitoring and measuring the degree of customer feedback

**KEY PROCESS**– the safe removal and disposal of customers liquid waste – our success here is measured in terms of the absence of customer's complaints, volume of work carried out each day and driver feedback

**FINANCIAL**– the generation of sufficient funds to continue to operate the business and maintain our market share – measured in terms of annual turnover and profitability

A further objective is to maintain our plant and equipment to avoid breakdowns and interruptions to our service delivery to our customers, measured principally through the volume of repairs and maintenance being carried out.

These objectives will be established throughout the organisation, and at all levels, to ensure that everyone involved in the service delivery to our customers is aware of, and understands, their responsibilities.

Our objectives will be met through the operation of our business processes and the implementation of documented procedures and works instructions and/ or the use of trained and competent people. We are committed to training our people to enable them to carry out the works they are asked to do, and to only use competent people.

To achieve these aims and objectives we are committed to implementing and maintaining a business management system that describes how we will approach our business at each key stage, and which is based upon the requirements of ISO 9001:2015 - the system applies to all our activities involved in delivering our services to our customers, from initial enquiry for work through to collection and disposal, and includes systems for measurement, analysis and improvement to ensure the effectiveness and continual improvement of the business management system.

As the managing director, and the person responsible for the implementation of the quality management system, this statement is an indication of the commitment to making the needs and expectations of our customers our first priority. Senior Managers and all staff share this commitment, and each has had a copy of this statement.

This policy will be communicated throughout the organisation and monitored to ensure people understand the implications and will be subject to annual review to ensure it remains appropriate for the business and effective.

Signed



Brian Roe - Managing Director - Roe Environmental Ltd

Dated: 1<sup>st</sup> June 2020

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