

## QUALITY POLICY

Transwaste's prime quality objective is to achieve total customer satisfaction through the sales and service of providing waste skip hire, waste disposal and recycling services. We will understand, meet and exceed the needs and expectations of our customers.

We are committed to continuous improvement and have established an ISO 9001:2015 Quality Management System which provides a framework for measuring and improving our performance.

We have the systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business.

The following objectives have been determined and will be monitored to ensure continual improvement is maintained:

- Achieve a target of 85% customer satisfaction
- Achieve a target of 90% of calls answered within x 2 rings
- Respond to complaints with 24 hours of receiving them
- Ensure 90% compliance of Internal Audits

Although top management have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that quality is embedded within the whole of the company.

This policy is publicly available to interested parties via our website and upon request.

Mark Hornshaw  
Managing Director



11/10/2019