

Policy Statement:

Transwaste have established an ISO 9001:2015 Quality management system which provides a framework for measuring and improving our performance.

Top management have established, implemented, and continue to maintain a quality policy that:

a) is appropriate to the purpose and context of Transwaste and supports our strategic direction.

b) provides a framework for setting quality objectives:

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

c) we are committed to satisfying applicable requirements.

d) we are committed to continual improvement of the quality management system.

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

- The quality policy is available and maintained as documented information.
- The quality policy is communicated, understood, and applied within Transwaste.
- The quality policy is available to relevant interested parties, as appropriate.

Mark Hornshaw
Managing Director



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