

# QUALITY MANAGEMENT POLICY STATEMENT

Electrical Waste Recycling Group are committed to the highest levels of customer service and satisfaction. We offer a wide range of containers and logistic solutions to suit our customer needs in a fully legal and compliant manner for the treatment and recycling of all types of electrical waste.

Our mission statement is:

***“To promote a flexible approach to our customers, to cement a trusted and valued relationship based on genuine care”***

## The Aim of the Quality Policy

- It is the objective of the management of Electrical Waste Recycling Group to provide customer satisfaction through the provision of a high quality customer experience.
- To have and implement a defined management system, in compliance with the requirements of the international quality management system ISO9001:2015 accredited through a UKAS authorised certification.

## The requirements of the policy will be achieved through the following:

- Continual improvement in the service provided to our customers and to the development of the quality management system.
- Regular reviews of the quality policy to ensure it remains relevant and effective to the changing needs of the business and its customers.
- Provide the necessary resources and equipment to ensure that the company can operate to the documented quality management system.
- The development, implementation of the quality management system is the responsibility of the Compliance Manager who shall also ensure that all staff throughout the business are fully conversant with the companies' objectives through an annual pre-planned training programme and effective communication at all levels.
- To establish all customer requirements [including regulatory and statutory requirements] and ensuring that we comply with them at all times.
- Clear leadership and strategic direction to establish quality objectives and periodically review targets to ensure continual improvements in systems and service levels.

The quality management system is described in our manual which includes the quality management procedures and all employees must abide by its content.

The policy is subject to continual review, so as to ensure that it remains effective and compliant within the requirements of the standard.

Signed:



**Shaun Donaghey**

Group Manager  
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