



# RTS Waste Management

## Quality Policy Statement

### Our policy

As a leading provider of waste management in London and Kent, RTS Waste is committed to providing the highest levels of service to all our customers and aims to provide quality recycling services. Meeting quality standards and using waste as a resource to be a reusable raw material which is sustainable and fit for purpose.

The Board of Directors of RTS Waste Management believe that all customers are entitled to an excellent quality service first time every time; the best approach to meeting our customers' expectations and driving performance improvement is to employ effective systems, processes and qualified personnel that are consistent across all activities.

If you have a complaint we want to hear about it and we will do our best to put it right.

### **RTS Waste Management Objectives for Quality and Continual Improvement for 2018/2019**

- We will retain our certification to ISO 9001:2015 and strive for continuous improvement
- Ensuring that quality requirements are identified and satisfied throughout all our activities, undertakings and operations.
- The continual improvement of the Quality Management System by review of all processes, especially those that can cause a risk to the business not meeting customer needs and expectations.
- Continually review non-conformance and internal auditing.
- Providing sufficient resources including trained, competent staff with the right skills to implement the QMS
- Enhance the quality of resource of our entire off take materials.

### **Responsibilities**

**Group Level:** The Managing Director and relevant Heads of Departments are responsible for the day to day management and control of Quality of service and products.

**Site Level:** Heads of Department, Departmental Managers and Site Managers are responsible for the day to day management control of Environmental performance at their own respective sites and departments.

**General:** All members of the management structure, including supervisory of staff shall be responsible for the implementation of this Policy.

**Employees:** To increase customer satisfaction and use complaints constructively in the planning and improvement of all services. Ensure that all complaints are handled in a consistent manner throughout by dealing with complaints fairly, efficiently and effectively

Signature .....  ..... Date ..... 30-1-2018. ....

Position ..... M.P. ....