

# J DICKINSON AND SONS

## Quality Policy

J Dickinson and Sons LTD aims to provide outstanding professional services to its customers, on time and within budget.

The Organisation operates a 'Quality Management System' that has gained BS EN ISO 9001 certification including:

- The Provision of Waste Management and Recycling Services, Skip and Vehicle Hire, Supply of Materials and other associated services
- Ensuring that our customers obtain a quality service, which effectively delivers to the client's requirements and satisfies their specific needs

The Management has a continuing commitment to:

- A) Ongoing development and improvement of the 'Quality Management System'
- B) Improving the effectiveness of the 'Quality Management System'
- C) The enhancement of customer satisfaction
- D) Ensure that customer needs and expectations are identified and fully met
- E) Communicate through the Organisation the importance of meeting customer needs and complies with all relevant statutory and regulatory requirements
- F) Promote the Quality Policy and to set quality objectives across all relevant functions, levels and processes
- G) Ensure that Management Reviews set and review the quality objectives, then report on the internal audit results, copies of which, or extracts thereof, can be provided to members of staff and relevant parties, in accordance with their role and responsibilities
- H) Ensure that Management Reviews monitor and measure the processes and the effectiveness of the 'Quality Management System', to identify and implement improvements
- I) Ensure the availability of resources

The structure of the 'Quality Management System' is defined in the Quality Manual.

All personnel understand the requirements of this document and abide with its contents.

This quality policy is regularly reviewed in order to ensure its continuing suitability.

Signed:



Name: James Dickinson Date: 3/1/20232