

Seven Ways

Environmental Services Ltd

IM02A Quality Policy

(ISO 9001:2015, Clause 5.2)

We have established this quality policy to be consistent with the purpose and context of Seven Ways. It provides a framework for the setting and review of objectives in addition to our commitment to satisfy all customers, regulatory and legislative requirements as well as our commitment to continually improve our management system.

Customer focus: Seven Ways have made a commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.

Leadership: The Directors and Management Team have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

Engagement of people: We recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for the company's benefit.

Process approach: We understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

Improvement: We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.

Evidence-based decision making: We have committed to only make decisions relating to our Quality Management System following an analysis of relevant data and information.

Relationship management: We recognise that Seven Ways and the relationship it has with its external providers are dependent on each other and we work together to enhance our relationship.

Our policy is also to meet the requirements of other interested parties and to address our social, environmental, charitable, regulatory and legislative responsibilities.

We have produced quality objectives which relate to this policy and they can be found in document [R15 IMS Objectives](#).

This policy is available to all interested parties as well as being made available to the wider community through publication on our Company Noticeboards and Website.

Signed:



Date: 01/04/2019

Stephen Wilson- Director

Seven Ways

Environmental Services Ltd

Our Commitment

We are committed to providing customers with service and products of the highest possible level of quality. In order to achieve this, we are continually improving processes, products and services, meeting and exceeding customer satisfaction always.

To maintain partnerships with our suppliers, contractors and customers to ensure optimum business performance. We also ensure that our suppliers and contractors that may be used in the delivery of our services also comply with our quality and company policies.

We strive to conform to the needs of our customers, improving customer satisfaction. Monitor and review our service provision and processes, identifying potential errors and implementing the necessary actions to eliminate them.

Provide extensive staff training, promoting a 'do it right-first-time' attitude towards quality. Achieving and maintaining a standard of excellence in the operation of our business.

Maintaining our reputation for honesty and integrity and ensuring that this is reflected throughout the Seven Ways.

Providing enough resources and equipment to ensure that we can operate to the documented management system. The management system is based on the principles of ISO9001:2015, the International Standard for Quality Management Systems.

Ensuring that our quality management system provides a framework for the management and control of our activities for Quality, Environment and Health & Safety. It also assists in establishing and reviewing strategic objectives for the company.

Ensuring that all company policies and procedures have the full support of The Directors and Management Team. Continually monitoring and reviewing our Quality Policy to ensure that it remains relevant and effective to the changing needs of our customers.

Continuous appraisal of our business to ensure that the quality of service and product we provide fully and consistently meets our customers' expectations and all current and impending legislative requirements.

The effectiveness of our quality system is monitored by planned audits, management reviews and customer satisfaction surveys to ensure quality service delivery.

This Quality Policy statement will be reviewed annually. Responsibility for compliance with this policy rests with the Directors, who will monitor the effectiveness of the policy and its associated initiatives. This Quality Policy Statement will be displayed prominently, and access to the complete Integrated Management System manual detailing procedures will be available on the premises for reference by any employee.