




## **CUMBRIA WASTE GROUP**

Type Policy	Number: P(Q)	Current Revision 6.0
Title <b>Quality Policy</b>	Sites Applies to <b>ALL</b>	
Originator  Quality Manager	Approved by  Director	Authorised by  Managing Director
Date of Issue: 20/07/16 Review: 07/18		

CONTROLLED

### **1. Introduction**

- 1.1. Cumbria Waste Group aims to provide defect free goods and/or services to its customers on time and within budget.
- 1.2. CWG operates a Quality Management System that has gained BS EN ISO 9001: 2008 certifications.
- 1.3. The Company is committed to develop and improve the Quality Management System, the effectiveness of the Quality Management System and the enhancement of customer satisfaction.

### **2. Purpose**

- 2.1. Cumbria Waste Group aims to ensure that all employees have a clear understanding of the Quality Management System and to promote a culture in which all employees take responsibility for customer's needs and expectations with the aim of achieving customer satisfaction.
- 2.2. Communicate throughout the Company the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- 2.3. Ensure that the Management Review set and reviews the quality objectives and report on the Internal Audit results, as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
- 2.4. Ensure the availability of resource.

### **3. The structure of the Quality Management System is defined in the Quality Manual.**

- 3.1. All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.
- 3.2. The Company constantly monitors its quality performance and implements improvements when appropriate.
- 3.3. This quality Policy is regularly reviewed in order to ensure its continuing suitability.
- 3.4. Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management reviews, or extracts thereof are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

### **4. Associated Documents**

- 4.1 Tool box talk 41.