

Introduction

The Electrical Waste Recycling Group T/A Waste Experts (Waste Experts) are committed to the highest levels of customer service and satisfaction. We offer a bespoke WEEE collection and treatment service, Total waste Management services, producer compliance services for the WEEE sector, and environmental consultancy to meet our customer needs in a legal and compliant manner for these services.

The Aim of the Quality Policy

- It is the objective of the management of Waste Experts 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 senior leadership team with the support of the compliance team 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.
- Auditing and review of supply chain to ensure all suppliers are aligned with the principles of the Waste Experts quality management system through their own quality management.
- Ensure we deliver and maintain excellent levels of service success rate accross the orders completed on our Inhouse fleet

The Quality Management System is described in our manual, which includes the Quality Management procedures, and all employees must abide by its content.

S Donaghey
January 2025

VERSION CONTROL

Version	Date	Author	Approver	Change Description
1.8	02.01.2024	O Sherratt	S Donaghey	Annual review an update
1.7	29.1.2024	O Sherratt	S Donaghey	Annual review an update
1.6	5/1/2023	J Richardson	S Donaghey	Annual Review and Update
1.5	5/1/2022	J Richardson	S Donaghey	Annual Review and Update
1.4	5/1/2021	J Richardson	S Donaghey	Annual Review and update
1.3	Jan 2018	QEMB	S Donaghey	Annual Review and update
1.2	9/3/2017	S Donaghey	S Donaghey	Annual Review and update
1.1	23/3/2012	QEMB	S Donaghey	Annual Review and update
1.0	19/10/2011	S Donaghey	S Donaghey	New Policy implemented.

waste
experts
flexible - reliable - responsible