



## Quality Policy Statement

WMR Waste Solutions Ltd (WMR) has a proud reputation for bespoke waste solutions and works with its clients to meet their environmental aspirations.

Our top management is fully committed to developing and continually improving the effectiveness of our Quality Management System, which is certified to the international standard, ISO9001:2015.

The Quality Policy provides a framework to support the following key objectives to:

- Provide a defect free service to our customers, on time and within agreed budgets.
- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Monitor the quality of our service and implement corrective actions where there are deficiencies.
- Ensure that all the correct resources are available.
- Comply with all national legislation and regulations including those relating specifically to the waste industry.
- Communicate throughout the company the importance of meeting customer needs and legal requirements.
- Consolidate and strengthen our market share by understanding the risks and opportunities in our industry and the wider business world.
- Seek opportunities to expand our business.
- To ensure that we develop our staff to fully participate in the Quality Policy and the continual improvement of all our processes and procedures.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability and is freely available to all interested parties.

Derek Cornwell  
Director

**Date:** 15<sup>th</sup> May 2023 **Review Date:** 15<sup>th</sup> May 2024