

### 5.3 QUALITY POLICY

# QUALITY POLICY

It is the policy of Albany Waste Services Ltd to provide our customers with an on time, fault free and reliable service at a competitive cost.

To achieve this objective, it is essential that the Quality Management System be maintained to ensure its effectiveness. The procedures and practices outlined in the quality manual are there for that purpose and to satisfy the requirements of BS EN ISO 9001:2008.

This policy provides a framework for establishing and reviewing quality objectives, and also includes a commitment to comply with requirements e.g. customer, statutory and regulatory and to continually improve the effectiveness of the quality management system.

This QMS is to help us provide confidence to our customers and therefore the implementation and communication of the quality policy is mandatory for all our employees, this is also to ensure staff understanding, implementation and maintenance.

Copies of both the Quality Manual and the Procedures are available for customers to read at any time.

We shall review this policy regularly to ensure its continued suitability and in-line with our commitment to continual improvement.

**Sue Hoyer**  
**DIRECTOR**  
**21st June 2009**