

JWS Waste & Recycling Services Limited



Quality Objectives

All employees at JWS Waste and Recycling Services Limited share a responsibility for the delivery of a high quality service and continual improvement. Long term relationships require ongoing commitment to achieving business excellence; as a result JWS are committed to meeting the following objectives:

- Educate, train and encourage all staff to support the delivery of a high quality service through team work, improved communication, open discussions and staff meetings.
- Establish and measure performance and customer satisfaction against appropriate targets and Key Performance Indicators (KPI's).
- Achieve 100% compliance within all management systems through a process of review, measurement and analysis.
- Deliver a service of the highest practicable quality, reliability and consistency that meets our customer requirements and increases same day delivery target rates to 90%.
- Ensure that 100% of containers, skips and bins are delivered in a useable and safe condition.
- Ensure the control of non-conformances and seek to take corrective action and feedback to all customers any preventative action taken within 7 working days of receipt of a non-conformance.
- Establish an internal and external communication system which conveys to all employees, customers and contractors JWS' development progress and activities relating to quality management.

A handwritten signature in black ink that reads 'R Tweedale'.

Robin Tweedale
Managing Director