



KCP ENVIRONMENTAL SERVICES LTD

QUALITY POLICY

Our perception of quality is to offer solutions which are fit for their intended purpose and which therefore meets and enhances customer expectations

Establishing a clear understanding of our customers' expectations of KCP Ltd as a supplier.

To ensure that we have the resources to meet customer's expectations as a condition of accepting orders.

Ensuring that, at every stage in procurement, formal checking procedures are carried out and any necessary corrective actions taken.

Ensuring that everyone within KCP Ltd has a clear understanding of quality and the preventions of poor quality are more profitable than its detection and corrections

Ensuring everyone within KCP Ltd understands that they have a very important part to play in the achievement of quality and that senior management team provides the training and resources necessary for its achievement.

Ensuring ISO 9001:2015 quality assurance procedures are used as a benchmark.

Suitability of the system and stated objectives will be reviewed and efforts will be made to ensure the effectiveness of the system is continually improved and this will be reviewed at our management review of our quality systems.

It is our policy to implement and maintain an effective Quality Management System promoting awareness and understanding of this by the company employees, and ensuring that adequate resources and training are available to ensure continual improvement of our services.

The importance of continual improvement in the organisation will be reinforced by the setting and reviewing of goals and objectives based upon:-

- Audits
- Customer feedbacks
- Management Reviews

A handwritten signature in blue ink, appearing to read 'Wendy Pring', is written over a light blue circular stamp.

Wendy Pring (Managing Director) January 2020