

Quality Policy

Scope

AA Battery Recycling Ltd is a waste management company, specialising in the recycling and re-use of batteries and WEEE waste. We seek excellence in every aspect of our business and we are committed to ensuring that we deliver a consistent high level service to our customers and suppliers. Quality is important to our business because we value our customers. The senior management of the company have agreed to adopt the following quality policy with a view to obtaining registration to ISO 9001:2008 Certification.

The broad aims of the company quality policy are to:

- provide our customers with products and services which meet and even exceed their expectations
- to continually strive to improve standards of quality in our dealings with both customers and suppliers
- identify areas for improvement within the company's daily activities
- identify and comply with legal requirements
- set objectives, targets and programme for improving the performance of the company in relation to the service we provide our customers which reflect our business aims
- monitor performance against these targets
- review the above objectives and targets on a regular basis, taking into account changing legal and other requirements
- promote awareness, competence and training for staff and sub-contractors where required

The specific aims in relation to the work of the company are:

- to determine customer requirements and expectations in order to supply right first time
- to recognise that our employees are our greatest asset and their commitment to quality customer service is key to our business
- to enhance customer satisfaction by supplying services and products that meet or exceed expectations
- to provide a commercial offering which is clear and concise
- to apply a consistent management focus on quality including monitoring performance

03.10.2016	Revision V1.0	Page 1 Of 2
P004 – Quality Policy		

To achieve this commitment, we will continue to:

- motivate our employees to take ownership of their work and communicate the importance of customer satisfaction
- provide all required instruction, information, training, supervision on our systems of work to ensure we provide a quality service
- deliver a polite, efficient and professional level of customer service
- identify and solve problems to avoid compromising the quality of our services
- regular gather and monitor customer feedback and to maintain a customer complaints procedure
- to review selection and performance monitoring of suppliers against set criteria
- to regularly audit our internal processes
- to provide our employees and customers information and guidance on battery compliance, waste and recycling
- to comply with all applicable legal and other requirements as a minimum

To secure these objectives, we will continue to:

- communicate internally and externally our quality policy and performance on an annual basis, and encourage feedback
- communicate the importance of quality to our employees and suppliers
- work together with our service partners and suppliers to encourage commitment towards improved quality performance
- carryout management reviews of audit results, customer feedback and complaints
- investigate the advantages of achieving ISO 9001:2008 accreditation.
- this policy will be continually reviewed to ensure that our quality objectives are achieved

Anne Bishop
Commercial Director
03 October 2016

Andrew Waterhouse
Operations Director

03.10.2016	Revision V1.0	Page 1 Of 2
P004 – Quality Policy		