

## Policy Statement

The management and all who work at AVC Weeeco Ltd & WEEE Light Ltd are committed to providing the highest possible level of services in satisfying the requirement of their customers, suppliers and any sub-contractors alike. This level of service is achieved through quality management and the adoption of a systems of procedures that reflect the competence of the Company to all business relationships.

## Objectives

AVC Weeeco & WEEE Lights' objectives which underpin the quality management are;

- Working in partnership with customers, suppliers and any sub-contractors to ensure that their needs are fully understood so that the right quality service is provided, within the specified time and in line with budget
- To strive to achieve the principle of 'getting it right first time'
- Providing an after sales service which offers customers advice and support when required
- Actively seeking customer feedback to use as a format for continuous assessment and improvement
- The training and development of employees to ensure that they are capable of undertaking the work required to achieve the highest level of customer satisfaction, in accordance with the company's (and external) Health & Safety, environmental and quality standards
- Appropriate resources are provided in terms of facilities and relevant skills to fulfil client's needs
- Progress towards the quality objectives is monitored

## Employer/Employee responsibilities

It is management's responsibility to ensure that all quality policy and quality objectives adopted have been made known to all employees, as the success of this policy involves all staff and sub-contractors being individually responsible for the quality of their work, resulting in a continually improving working environment for all.

The directors are responsible for the implementation of a management structure that is based on the experience, quality and commitment of its management team and have a specific responsibility for ensuring that the management structure reflects the quality standard, so that compliance with this quality policy is maintained and improved.

## Training

In order to provide a quality service, AVC Weeeco Ltd & WEEE Light Ltd require staff to be suitably trained, supervised and supported. In particular, the directors will support the following:

- Each member of staff will have a personal development plan in which their training needs are identified and a plan made as to how such needs will be met

1

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Reference  
P-12

Issue  
1.3

Date  
April 2025

- Each member of staff will be offered training to meet regulations and National Standards

## Monitoring

An important element of the improvement process is management follow-ups. As such, the quality policy is reviewed and updated regularly to take account of any changing circumstances and client requirements.

This can be achieved by:

- Establishing a timetable for management review meetings, to review progress and to give a clear signal to customers and staff that management is committed to improvements
- Ensuring that all the improvement tasks are reviewed regularly and relevant action is taken where necessary
- Help is given to resolve any problems that are being encountered in achieving any improvements

This policy will be reviewed annually or when there is a change in circumstances, in work practices or the introduction of new legislation.

Name: Diane Grayson  
Position: Managing Director  
Date: 11<sup>th</sup> April 2025  
Next Review: April 2026  
Signature: 