

## Quality Policy

KPS Composting Ltd provides composting and green waste recycling services from rural premises in Sussex.

Our prime business objective is to achieve total customer satisfaction through confidence in the quality of service provided. KPS Composting Ltd is committed to providing products and services which fully meet the customer's needs and expectations in both function, statutory and regulatory requirements.

In order to provide and maintain consistently high-quality work, KPS Composting Ltd has implemented an effective quality management system to ensure proper communication, operational control, processes and procedures that wholly support what it does with accountable records for all work undertaken.

We will aim to achieve this by:

- Communicating this quality policy to all interested parties via our website
- Being committed to continual improvement of our ISO9001 registered quality management system
- Leadership, commitment and support to ensure the effectiveness of the quality management system
- Leadership involvement in establishing and reviewing quality objectives
- Complying with all applicable legal, regulatory and compliance requirements
- Focus on the needs of our customers by consistently ensuring we identify, meet and exceed their requirements and expectations
- Knowing who our customers are and what they require, through open communication
- Making continual improvement a part of every day and every job, through team participation, performance measurement, audit and review
- Working with our external providers and supply chain to improve our process and carbon emissions
- Contributing to minimise the impact of our operations on climate change, where practicable
- Providing opportunities for career upskilling within our workforce
- Instilling a team ethos throughout the company to employees at all levels
- Enabling our employees to meet quality requirements with good work first time, every time and on time
- Measuring and reviewing our performance for continual improvements of our systems and practices.



Danny Smyth  
Director

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