

Quality Policy Statement



Document Issue History

Issue	Date	Comments	Author	Approved By
1	29/04/2008	First Issue	RM	AH
2	29/04/2009	General review of QMS by new Managing Director	RM	JH
3	29/04/2010	Overhaul to meet requirements of ISO 9001:2008	RM	RM
4	29/04/2011	Annual Review	RM	RM

Title:	Quality Policy Statement	Ref:	QMAN
Approved by:	Ross McConnell	Issue Date:	29/04/2010
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Quality Policy Statement

Clear-flow Ltd carries out the haulage of all types of bulk, liquid and semi-solid waste, and the Truro depot specialises in the haulage of liquid sludge from sewage treatment plants. The depot operates a fleet of modern vehicles specifically designed for this purpose. The company operates over a wide geographical area covering both the Devon and Cornwall areas reaching as far as the Dorset borders.

1. Compliance, Commitment & Resources

Customer satisfaction and quality assurance are top organisational priorities. We are fully committed to meeting with customer requirements, as well as complying with statutory and regulatory requirements throughout the organisation.

Clear-flow recently invested in a state of the art, BREEAM excellent, environmental centre – ensuring we are at the forefront of technological advancement in the industry

Clear-flow has established a Quality Management System to ensure we meet these commitments, and to ensure that the necessary resources are provided for this purpose. Clear-flow are committed to complying to the requirements of the ISO 9001:2008 specification

2. Continual Improvement

Clear-flow is committed to continually improving quality performance. This is accomplished through the setting of objectives and targets. Objectives are reached by establishing suitable programmes to monitor effectiveness, and ultimately reach our targets. The Quality Management System will be continually modified and enhanced to improve its effectiveness.

3. Involvement and Communication

Clear-flow Ltd is actively promoting the participation in achieving our aims throughout the organisation. We will communicate our commitment to quality management by promoting responsibility among our employees and stakeholders. This will be done by:

- **Providing training and support to enable employees to implement this policy**
- **Inform stakeholders of our quality policy, and encourage them to adopt effective quality management practices**
- **Continually involving all affected parties in the setting and attaining of our quality goals**
- **Communicating the results of our quality performance to all interested parties**

Clear-flow Ltd will carry out an annual review of its Quality Policy, and will also review this policy upon the introduction of new processes, procedures, legislation, or any other contributing factors that may affect our quality assurance considerations.

Signed:		Date:	27/04/2011	Last Reviewed:	27/04/2011
Name:	Ross McConnell	Position:	Quality Manager	Review Frequency:	12 months
				Next Review:	27/04/2012