

## Quality Policy

**Aim:** It our policy to provide excellent service and total customer satisfaction to deliver reliable, responsive service through our technically competent team

Simer Environmental Services Ltd delivers efficient, environmental solutions to industrial and commercial businesses across the South of England.

We operate a management system meeting requirements of ISO 9001 standard and utilise this to support our desire to continually improve what we do and deliver a high level of service to our customers. This system enables us to focus on understanding our customer requirements, compliance obligations and also meet our quality objectives.

Our quality objectives are focused on ensuring that everything we do provides total customer satisfaction:-

- Provide a professional, reliable and responsive service to our customers.
- Meet regulatory requirements.
- Work with our team to ensure a high level of commitment and technical skills.
- Keep our processes under review to ensure we are working in the most efficient and effective way.

Our objectives are focused on setting realistic targets for improvement supported by programmes to manage actions. We will review, monitor and where needed seek to improve our performance. This is to ensure we continually improve our quality management system, the experience of our customers and our business performance.

We will also work in conjunction with our staff, contractors and our supply chain to ensure the highest quality service is consistently attained and the requirements of this policy are fully implemented.



Director  
December 2018  
V: QP2

This policy is made available to relevant interested parties through publishing on our website, our offices and through internal training and awareness programmes.