



## quality management

Hills Waste Solutions Limited operates under a Quality Management System, which has been externally certified to the international standard ISO 9001:2008.

This standard, which applies to all the processes carried out within Hills Waste Solutions, demonstrates commitment to service quality and customer satisfaction. We have established what the customers needs and ensured that we have the resources to meet that requirement, and then provide an appropriate service or supply goods. Performance is monitored through measuring, customer surveys auditing and set objectives for improvement.

ISO 9001:2008 is relevant to sales, contract bidding and managing contracts, waste brokerage and the processing of waste into products for sale such as compost and woodchip.

### QUALITY INITIATIVES:

**Move to Improve** - This initiative is aimed at capturing ideas and observations from staff. Hills engages with its workforce to identify opportunities to improve customer services, productivity and quality of products, reduce costs and improve Health and Safety and Environmental performance.

**Training** - Hills recognises that staff are the public face of Hills Waste Solutions Limited. It has identified training needs and delivered appropriate training to meet those needs.

**Customer satisfaction and stakeholder engagement** - Hills has developed systems to measure customer complaints and satisfaction so that a better service can be provided. Customer surveys are carried out and actions taken to resolve complaints are documented. Public liaison groups have been established where the activities of Hills may affect the local community and Hills also conducts visits to our facilities.

# quality policy

Hills Waste Solutions is part of the Hills Group and a significant regional provider of products and services within the waste management sector<sup>1</sup>.

We are a family owned company that takes its responsibilities to our staff, customers and suppliers very seriously.

We recognise that our activities can impact on our customer's performance and reputation, and are therefore committed to managing and continually improving our performance to achieve customer satisfaction.

## THE HILLS GROUP WILL:

- develop and implement a Quality Management System (QMS).
- develop review and achieve objectives & targets within our business plans which will improve our processes, products and services.
- comply with all relevant legislation, standards, protocols and codes of practice and incorporate this these within the QMS.
- supply products and services in accordance with our customers' needs & expectations.
- monitor, measure and analyse our services, processes and customer feedback so as to identify opportunities for improving efficiency and achieving continual improvement.
- provide sufficient training and coaching of all staff to ensure competency and be able to effectively implement and operate the QMS.
- give due consideration to quality factors whenever making any business decisions.
- listen to and respond to the needs of employees, customers, suppliers and other key stakeholders.
- communicate this policy to everyone working for and on behalf of the company and make it available to interested parties. achieving and maintaining a healthy and accident-free work place.



Mike Webster, Group Director – Waste Solutions

<sup>1</sup>Activities include: recycling services; energy recovery from waste; collection; transfer; treatment and disposal of waste; and waste brokerage.

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[www.hills-group.co.uk](http://www.hills-group.co.uk)

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