



Junkwize Ltd
Company Number: 08222250

Office 9
3-7 Sunnyhill Rd
London SW162UG
www.junkwize.com

Junkwize Ltd aims to provide flawless services to its customers on time and within budget.

The organization operates and Quality Management System that has gained BS EN ISO 9001 : 2015 certification, including aspects specific to the provision of waste management and skip, grab and RoRo hire.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction.

The management has a continuing commitment to:

1. ensure that we fully identify and strive to meet the needs and expectations of our customers and conform to the agreed compliance standards for the services we supply; customer satisfaction will be measured against Trustpilot client's reviews the average of which shall never fall below 4.8/5
2. assess the risk of our service provision processes so we can mitigate potential risks of process defects; service provision will be consistently controlled through customer's feedback, careful subcontractors assessment/vetting processes on service quality, H&S practices, environmental and social impacts, staff feedback and compliance to current laws, regulation and best business practices.
3. ensure that our people are suitably competent to carry out their work activities to required time-scales in a manner that will not adversely affect the quality of goods/services we supply; all staff will receive full training on the job and H&S at induction stage and shall receive a refresher every 6 months. Staff performance will be assessed through performance review process as follow: on the second, fourth and sixth month upon employment start and a minimum of once every 12 months the following years.
4. monitor and regularly review the business environment in which we operate and the associated internal and external issues that affect us. Business environment and context will be assessed from company's directors once every financial year through a plan and risk management meeting, the results of which will be recorded in the relevant Risk and Planning management tables.

The Structure of the QMS is defined in the Quality Manual

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual. The Organization complies with all relevant statutory and regulatory requirements. The Organization constantly monitors its quality its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed to ensure its continuing suitability.

Copies of the quality Policy are made available to all members of staff and to relevant interested parties. Copies of the minutes of Management Reviews or extract thereof, are provided to individual members of staff in accordance with their role and responsibilities as a mean of communicating the effectiveness of the Quality Management System

Signature:.....

Date: 30/09/2024

Position: Managing Director

Review: 01/10/2025

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