



# QUALITY POLICY

ELIMINATING WASTE BY TRANSFORMING IT INTO A VALUABLE RESOURCE

# POLICY STATEMENT

It is the policy of NWH Group to provide it's customers with a service which fulfils their specified requirements.

The following principles are applied throughout the company:

- Full commitment of all personnel to improve customer service.
- Full commitment of all personnel to active involvement in making improvements.
- Full commitment to using environmentally friendly products and promoting the re-cycling of old materials.
- Full commitment to ongoing training and development of staff.
- Full understanding by all employees, of long term importance of achieving customer satisfaction, by providing a consistently high-quality range of products.
- An appreciation that a consistent quality services can only be achieved by ensuring control at each stage of services

A companywide quality assurance system is in operation and which is designed to comply with the requirements of ISO 9001:2015.

The Quality Manual defines the commitments of the company and the complementary Quality Procedures detail the methods that are employed to ensure customer satisfaction.



## THE NWH GROUP

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[WWW.NWHGROUP.CO.UK](http://WWW.NWHGROUP.CO.UK)



03333 20 4000



[INFO@NWHGROUP.CO.UK](mailto:INFO@NWHGROUP.CO.UK)