

Forward Waste Management Quality Policy

Forward Waste Management Limited is committed to being one of the UK's leading suppliers of integrated waste management services and is focused on the delivery of the highest possible standard of service quality, customer support and product on service specification. By providing a quality service that meet and exceeds expectations, we will secure and retain our customers.

Our aim is to achieve continual improvement using a framework of established and reviewed objectives. Our belief is that we do things right first time and that only through delivering consistent and flexible services will we be able to grow our business.

We will:

- Recruit and retain appropriately qualified and/ or experienced key staff
- Strive for continual improvement by investigating processes, identifying faults and opportunities for errors and implementing corrective actions to avoid such occurrences Innovate to provide intelligent solutions to exceed the Customer's expectations
- Be receptive to our customer's needs and respond to their feedback
- Encourage our suppliers to improve their quality and reliability of their products or service.
- Only make commitments that we fully understand and believe we can deliver.

The Quality Management System is developed in accordance with the internationally recognised management standard ISO 9001:2015.

ISO9001 certification has been held since Feb 2010.



Lyndon Ward
Managing Director
1st April 2022