BUSINESS MANAGEMENT SYSTEM OVERVIEW & QUALITY POLICY

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Company Registered Number: 14427577

KwikTip Limited

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ORGANISATION PROFILE

KwikTip is a veteran-owned waste management company providing waste services to private individuals, corporations, construction contractors, government organisations, blue chip companies, charities, waste management and facilities companies. KwikTip is an innovative leader in the provision of quick ad-hoc low volume hazardous goods waste services.

Our streamlined booking system allows all our customers to book a service to their door in minutes.

Mission statement

Our mission is to provide value-added waste management services to our customers with integrity and honesty, resulting in profitable win-win interactions.

We constantly look for opportunities to supply income security, make a social impact, implement a culture of empowerment vs drama, and help our community and people in the areas of business and personal development.

To walk the walk and make a lasting environmental impact by encouraging consumption reduction, repair, reusing, and upcycling, before recycling.

To grow our defence network, serve veterans, service leavers, and their family members, by helping forces charities, through donations, giving time, mentoring, direct employment, and providing business opportunities.

ORGANISATION FOREWORD

The company has chosen to implement this Business Management System as a strategic decision, with the intention of improving the overall performance of the company. As laid out in the Quality Policy, this is intended to result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the Organisation.

QUALITY POLICY

The continuing Policy of KwikTip Limited is to provide a high quality, professional and efficient service to ensure the satisfaction of all of the requirements of our clients. Achieving this will result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the Organisation.

The Management Team demonstrate leadership and commitment, and bear the overall responsibility for establishing, implementing, integrating and maintaining the Quality Management System.

We undertake to ensure sufficient resources are made available within the Organisation to achieve this and to promote, through communication, engagement, practical example and training that Quality is the aim of all members of the Organisation.

Through direction and support, each employee will have a comprehensive understanding of the importance of the Quality System function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Organisation.

Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.

The Organisation has a Policy of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within the Quality System. These objectives will address the risks and opportunities within the Organisation as determined by Top Management and will also align with this policy.

The Quality System will be monitored, measured, evaluated and enhanced regularly under the Top Management's ultimate responsibility, with regular reporting and communication of its status and effectiveness at all levels.

Context of the Organisation

"Clause 4 of the standard requires us to understand our organisation and its context, needs and expectations of all interested parties, the scope of this management system and our processes."

The company has considered and documented the internal and external issues affecting both the wider company and its intrinsic quality management system:

- Legislation
- Regulation within the industry generally
- Overall economic climate
- Environmental requirements affecting products and service.
- Standardisation and certification within the industry
- Relationships with external interested parties
- Internal issues
- Availability of reliable, qualified and competent workforce
- Staff retention

- Effective Internal Communication
- Working hours
- Staff morale
- Governance, Policies, Objectives
- Strategies
- Capabilities
- Resources
- Knowledge/experience
- Information systems
- Relationships with interested parties
- Management's abilities
- Root cause analysis abilities
- Ability to motivate workforce.
- Business Continuity Considerations

Interested parties and relevant requirements.

INTERESTED PARTIES	REQUIREMENTS
Executive Board	Good financial performance, legal compliance/avoidance of fines, sustainable, corporate and socially responsible with a suitable governance framework
Local residents	Local employment, good reputable employer, environmental considerations
Law enforcers/ Regulators	Identification and understanding of applicable statutory and regulatory requirements for the products and services provided. Update/ maintenance of the Legal compliance, Prompt responses to investigations and enquiries
Customers	Value for money, high quality, expectations for product innovation, on time, low-cost, quick response, installation expertise, legal compliance

INTERESTED PARTIES	REQUIREMENTS
Bank/Finance	Good financial performance and cash flow
Employees	Professional development, employment security and good employee working relationships
Insurers	No claims/prompt payment/risk management
External providers	Clear, unambiguous contracts and scope of works, good working relationship, high quality products/services

The scope of the management system embraces the following.

- Our external and internal issues
- The needs and expectations of interested parties.
- All business activities e.g. administration, purchasing, compliance, staff management and fulfilling customer requirements.
  The company has established and implemented a management system which progresses it towards customer satisfaction and continual improvement. It comprises the following:
- The company overview manual
- Quality policy and controlled documents
- Business objectives
- Competence and awareness records
- Performance evaluation data analysis
- Communications processes
- Management review
- Company information systems
- Root cause analysis and corrective actions

Leadership

“Clause 5 of the standard requires leadership commitment, customer focus, establishing and communicating a quality policy and ensuring organisation roles, responsibilities and authorities are assigned, communicated and understood.”

Senior managers are fully engaged in the process of planning; driving; reviewing and improving services to enhance the overall customer experience. The company has a clear

focus upon satisfying the needs of customers and reinforces across tiers and functions, the importance of quality, along with improvement and compliance obligations. Standards are enforced and inspected within a framework of rigorous internal and external audit.

The company has established its formal quality policy statement - supported and augmented by objectives, targets and work programmes. It is communicated and cascaded to all staff via the company communication strategy and is posted on its external web site for wider interested party information. The company policy is also disseminated at all staff inductions.

The company has documented its formal organisation chart and reporting scalar chain. Accountability associated with roles and responsibilities are transparent through individual job descriptions, documented operating procedures and formal reporting structures.

Planning

“Clause 6 requires actions to address risks and opportunities, the establishment of quality objectives, at relevant functions, levels and processes, and the planning of any changes to maintain the integrity of the management system”.

Risk, threat and opportunity are assessed across the core functions of the company, including but not exhaustive: customer satisfaction; interested parties; internal and external aspects; management and coordination functions; financial management; regulatory compliance. Specific risk is treated, with appropriate controls and integrated into mainstream business.

The company has clear, measurable and relevant objectives at differing functions and tiers of the company. Strategic aims and business priorities are set by the Management Team, which drive corporate development and crystallise opportunity. These are converted into operational objectives/targets and supported by actions. All objectives are congruent with and support the company quality policy. They are reviewed at planned intervals during the company management review process.

Company objectives are fully integrated into the business by way of overall strategic fit with corporate priorities, augmented by detailed actions and projects, documented, assigned responsibility and monitored. The process of objective setting and alignment ensures that they are always relevant and have a direct impact on customer service and the processes leading thereto.

There is an annual company quality management system review (QMS) which verifies continuing fitness for purpose and planned management review meetings allocate responsibility for achievement of planned and assigned actions.

Support

“Clause 7 of the standard requires the determination and provision of resources such as its people, its infrastructure, and its environment needed for the establishment maintenance and improvement of the management system. Resources should also be determined and provided to ensure monitoring and measuring, measurement traceability, organisational knowledge, competence, awareness and internal and external communication.

The organisation quality management system shall include documented information required by the standard that documented information necessary for the effectiveness of the management system including the creation and updating of documented information, and the control of documented information”.

The company provides an overall work environment which enables staff to acquire the requisite knowledge and expertise to perform their functions, provides equipment sufficient to perform the task and ensures that staff are appropriately apprised and aware of company objectives, policy and procedure. It undertakes these elements in the following manner.

Work Environment: The company provides all equipment necessary to perform required work - in line with customer and regulatory requirements. Company offices are subject of routine and specific maintenance at planned intervals. They are kept at an ambient temperature in line with recommendations made in The Health and Safety at Work Act 1974. Noise is managed within legal parameters and the company ensures appropriate lighting. Policies, procedures and audits have been established to manage and check the factors associated with core service provision, and the Health and Safety at Work Act 1974 is observed to ensure a 'safe place of work'.

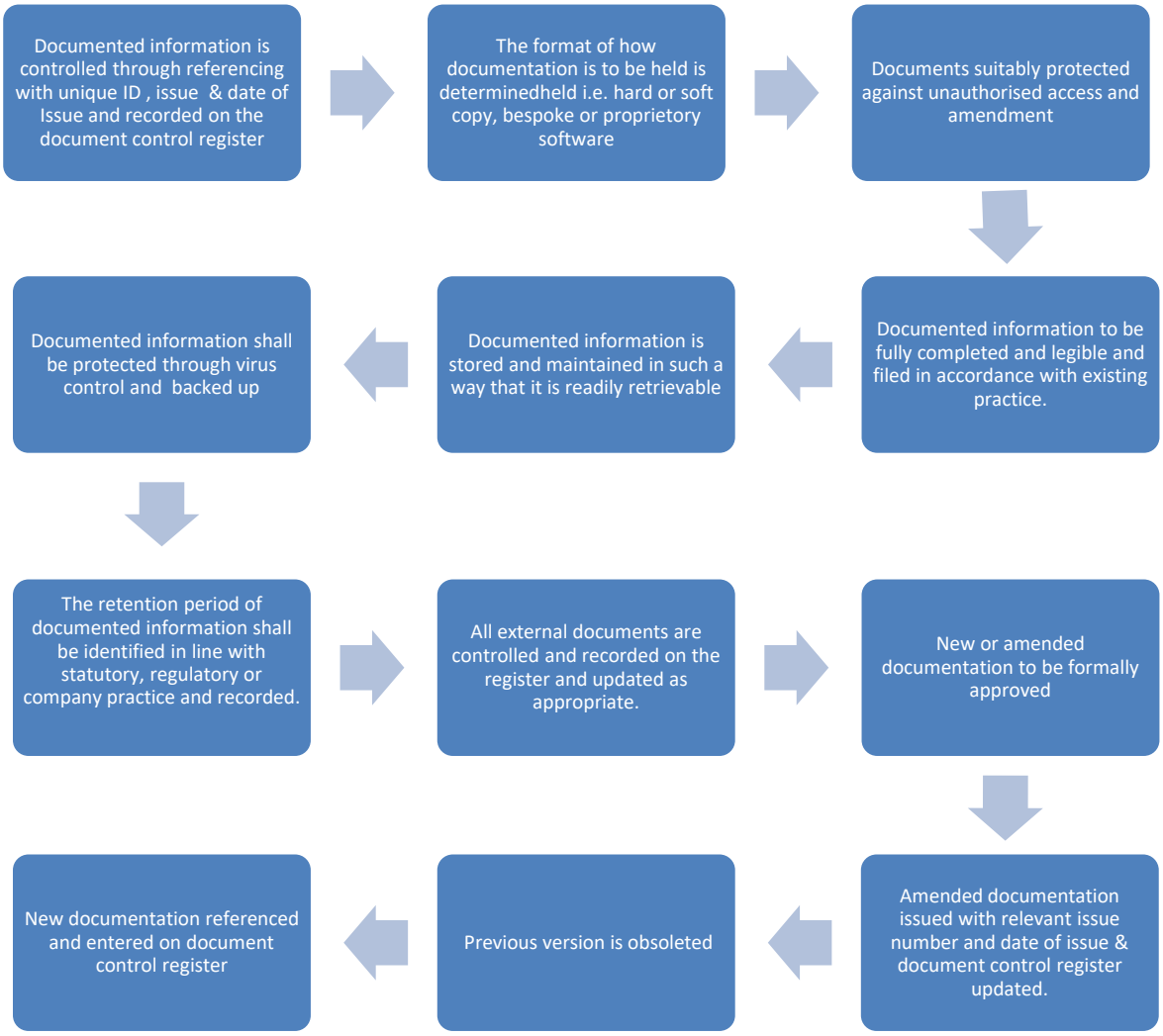
Knowledge base: Company knowledge is managed both on a corporate and individual basis. Corporate knowledge is documented and retained within standard procedures, work instructions, and contractual arrangements, providing a clear corporate memory. Individual knowledge resides in the experience and expertise of staff, and external providers, specifically recruited in line with company requirements. The company retains a shared knowledge and team-based ethos, whereby knowledge is pooled for the greater good of the company.

Competence: Is determined by way of combining training, awareness, knowledge, comprehension and demonstrable application. Records are available related to education, training, expertise and training needs. Competence is assessed against core company/departmental requirements and any gaps are discussed with line managers. Competence is managed both on a corporate and operational level and is applied to all external providers (when appropriate).

Communication/awareness: Staff, and when appropriate external providers, are made aware of policy, procedure, company objectives and work instructions by way of structured communication, planned management and team meetings, staff consultation forums and formalised induction. External communication is managed as and when necessary, by way of the company web site, formal tenders and through ongoing liaison. The Company quality policy statement is proactively and externally posted on its web site.

Documented information: Is retained sufficient to demonstrate evidence of compliance with customer requirements and this international standard. Both internal and external documents are controlled when appropriate. Documented information is retrievable, backed up and is protected from unauthorised editing. Retention periods are clearly stated. The control of documented information is outlined in the flow chart below/ overleaf.

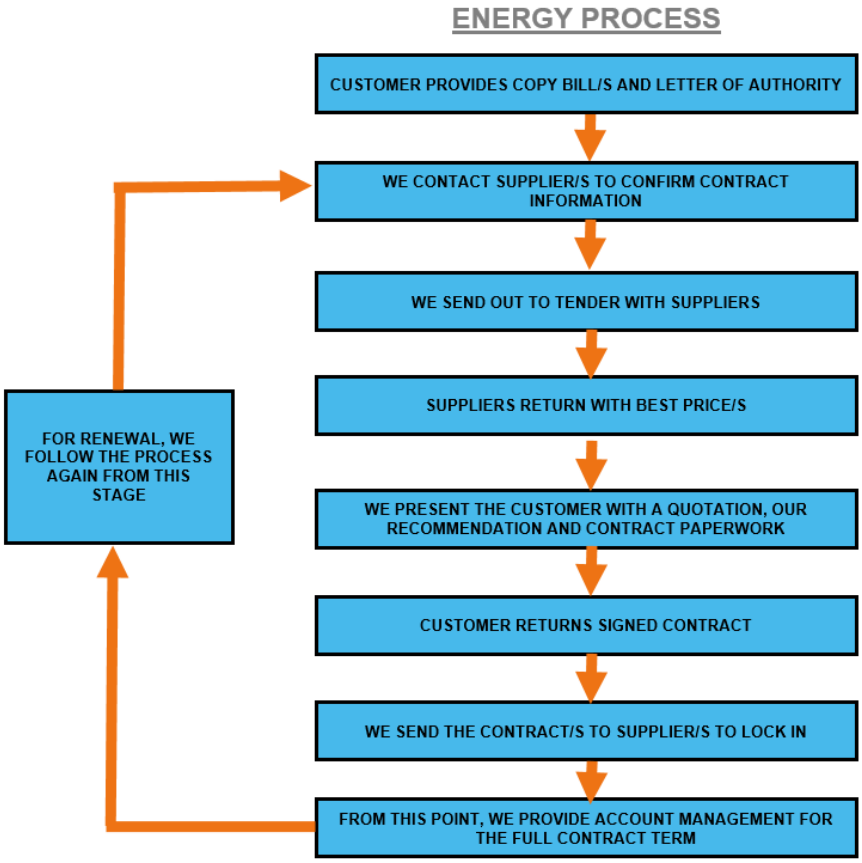
The control of Documented Information is managed in line with the following procedure:



Operation

“Clause 8 of the standard requires the organisation to plan, implement and control the processes needed to meet the requirements for the provision of products and services and these include.”

- Requirements for products and services.
- Design and development
- Control of externally provided processes.
- Production and service provision
- Release of products and services
- Control of non-conforming outputs.”



Operational planning and control - The company has a raft of documented process and procedure which facilitates and monitors control of service delivery. Critical exemplars are partner agreements; customer requirements; cancelation of existing arrangements, within timescale. The company undertakes structured communication with customers by way of e mail, telephone, tender submission and meetings when necessary.

All customer requirements are recorded and progressed within the company by way of its electronic and template software. Research is conducted and options drawn up, from which the customer selects required and preferred option(s). Written quotes are provided, and all stages of client projects are recorded and retrievable.

Design and development - The company does not undertake a formal design or development process.

External providers - External providers are sourced, evaluated for initial acceptance, monitored and re-evaluated at least annually. The company also partners with external providers who supply product eventually selected by end user customers. Controlled records of both provides and performance evaluation are retained within the company quality management system (QMS).

Service provision - Service provision is controlled strictly in line with company procedures, templates and external partner terms and conditions. Essentially, the company acts as a 'broker' between external partner suppliers and end user customers, ensuring that they get

the most cost effective and efficient product in line with their needs. All customer projects are recorded and monitored in line with protocols and timescales.

Identification/traceability - All approved client projects are assigned a unique reference number - which accompanies all projects throughout the process until completion. Each client project is managed by an appropriate account manager, who retains liaison with clients.

Externally provided property - The company does not take possession of or hold customer property of any description.

Preservation - The company is predominantly a service provider. All interactions are undertaken online and are first passed through the company virus control software.

Post service delivery activities - Terms and conditions are often set out by partner external partner providers and are documented.

Change control - All changes and/or amendments, are recorded within customer records.

Product/service release - Account managers are responsible for the accuracy and timeliness of client projects.

Non-conforming output - Account managers hold responsibility for final and intermediate outputs and outcomes. The company monitors completed client projects at internal audit and any non-conformity is recorded, along with root cause and corrective action. Non-conformity is reviewed at management review meetings and any trends are subject to preventative action.

Performance Evaluation

“Clause 9 of the standard requires monitoring measurement, analysis and evaluation of the effectiveness of its management system, which includes customer satisfaction, internal audit, and planned management review meetings.”

The company monitors and measures its quality management system and results are recorded.

Performance evaluation - The company has decided that key success measures will include achievement of objectives/targets, risks and controls; customer complaint trends; customer satisfaction trends; staff competency; results of internal and external audits and full regulatory compliance. Evaluation will occur at least annually, or at planned intervals determined by the company. Evidence is recorded within QMS controlled records and management review minutes.

Customer perception - The Company monitors and evaluates customer perceptions by way of recorded complaints and trends, retained customer analysis and final testimonials. Formal customer satisfaction surveys are undertaken when practicable and results analysed and reviewed.

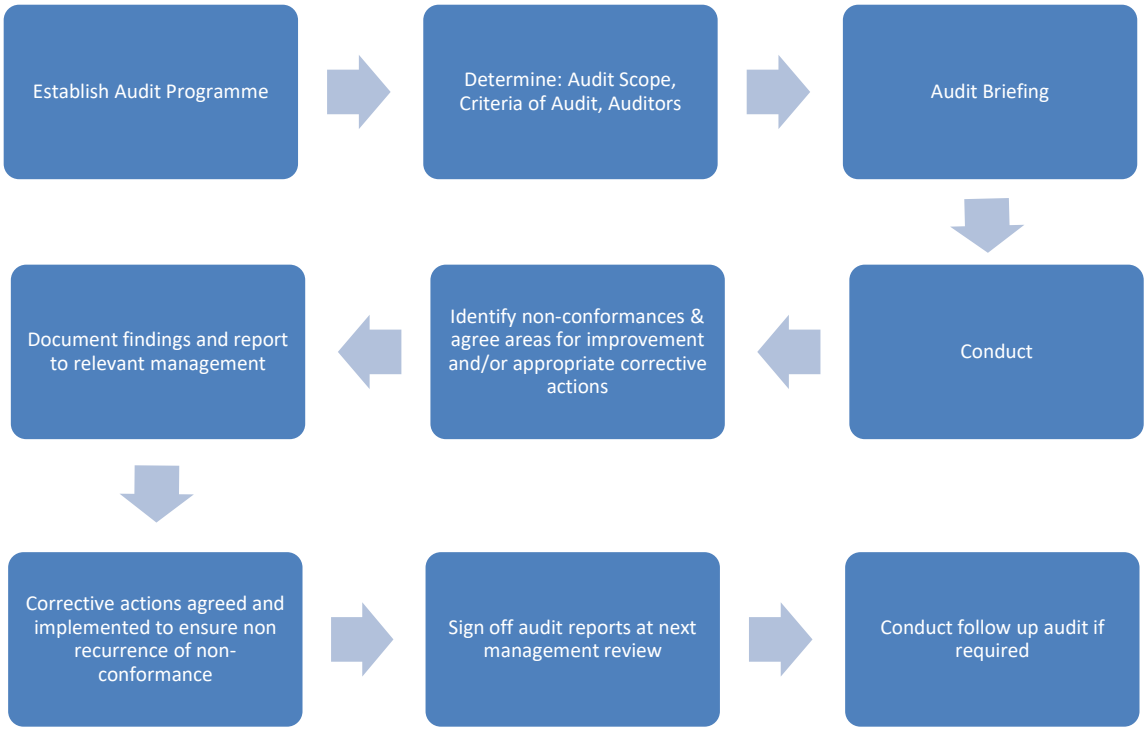
Analysis and evaluation - Data is brigaded through the use of controlled records. Trend analysis is undertaken in preparation for company management review meetings, where conclusions and improvement opportunities are discussed. Formal minutes record

discussions, capturing a flavour of actions going forward. Operational data, emanating from audits (internal and external), is discussed at management review meetings (MRM).

Internal audit -The company is subject of an internal audit schedule. Audits are undertaken at planned intervals, by designated staff, and in line with their areas of expertise.

The company holds management review meetings at planned intervals. A standard agenda is utilised and controlled, which outlines critical meeting outputs. Meeting minutes are formally documented, along with assigned actions and dates for completion.

The internal audit procedure is documented below:

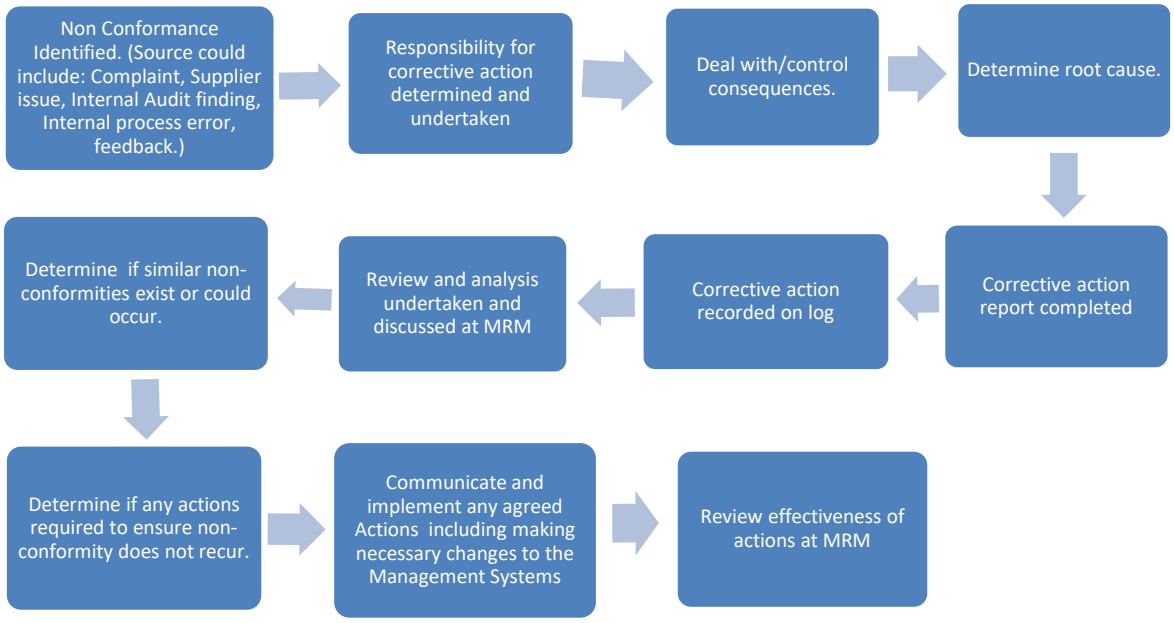


Improvement

“Clause 10 of the standard requires the determination and selection of opportunities for improvement and implementing any necessary actions to meet customer requirements and enhance customer satisfaction. This includes non-conformity and corrective actions including those arising from complaints”.

Actions are taken to correct identified non-conformity and complaints in line with the company procedure. Records, including root cause analysis, corrective actions and re inspection (when appropriate) are held within the company QMS.

The non-conformance procedure is documented below:



Improvement measures include trend analysis of captured data, setting and achieving objectives and results of risk analysis. Outputs from that process includes the following:

- Setting of Objectives.
- Regular review of the Quality Policy.
- Management Review Meetings. Review of the management system, trend analysis and evaluation take place with a view to identifying opportunities for improvement.
- Staff suggestions for improvement.
- Robust Internal Communication.
- Regular review of staff competence, organisational knowledge and awareness levels with training implemented as required.
- Internal Audits – opportunities arising from non-conformances identified.
- Customer Survey – feedback is evaluated and used to implement improvements.
- Review of external providers –with any issues identified and improvements made where necessary.
- Top management taking ownership of the management system and looking for improvements when reviewing the organisation’s strategic direction.