



Recycling & Waste Management

QUALITY OBJECTIVES

- Exceed an overall average customer 'satisfaction score' of 4.0 per annum as recorded by the customers on the Customer Questionnaire.
- Adopt a 'right first time' policy thereby targeting zero customer complaints per annum.
- Exceed a collection-on-time level of 95% per annum by maintaining a high standard of logistics management.
- Install new machinery that will improve overall production whilst giving a higher grade of product across the whole range of materials that are sorted on site. Target for completion April 2012
- Continue to improve workforce competence through individual training programs tailored to suit the company and the individual aspirations.
- Achieve a conversion rate from quotation to customer order of above 50% through effective customer satisfaction in relation to products and services. Review July 2012
- Ensure that each new employee is given awareness training on appropriate aspects of the company, the facility, health & safety and their job for at least one hour during the induction process.

Signed: _____

Managing Director

Date: _____

1st September 2011



Leeds Paper Recycling Ltd.

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Registered in England No. 4548359

VAT Registration No. 665 3043 41

Waste Carriers Licence No. YRI/448775/CB

Environmental Agency No. EPR/GP3493LY



Certificate No. 8932