



H W P

## *Houghtons Waste Paper Ltd*

### *Quality Policy*

*The Management of Houghtons Waste Paper Ltd has a policy of continual improvement. In line with this policy we recognise the benefits of operating our business in accordance with the requirements of ISO 9001:2008.*

*It is the Director's aim to ensure that; Houghtons Waste Paper Ltd complies with and fully embraces the spirit of the requirements of ISO 9001:2008. This will enable our company to maintain a structured and consistent approach to business, maximise internal efficiency, invest in training and development, and to maintain, through its adoption, the very highest standards of Customer care possible.*

*It is the Director's belief that; adopting the procedures implicit within ISO 9001:2008 will enable us to increase Houghtons Waste Paper Ltd operating efficiency, minimise wastage and hence improve profitability, whilst maintaining and continuously improving the levels of customer satisfaction and employee development.*

*Our aim is always to; achieve total customer satisfaction with the product we offer by understanding the customers, as well as statutory and regulatory requirements so customers continue to choose Houghtons Waste Paper Ltd as their preferred supplier and also confidently recommend our company to other potential Customers.*

*The company has defined quality objectives, which are reviewed, documented and measured.*

*This policy statement is understood and followed by all personnel employed by Houghtons Waste Paper Ltd.*

Signed:

*Gary Houghton  
Director*

*Date: 21st June 2011  
Review Date: 21st June 2012*