



MULTI-WASTE

Multi-Waste (Jet Park) (Pty.) Ltd is a significant regional provider of services within the waste management sector.

We take our responsibility towards parties that are affected by, or interested in, our business very seriously.

We recognise that our activities can impact on our customers performance and reputation and because of this, we undertake to manage our performance and continually improve our performance to achieve customer satisfaction.

To this end, we will:

- develop and implement a Quality Management System (QMS);
- develop, review and achieve the objectives and targets in our business plan which will improve customer satisfaction;
- comply with all relevant legislation, standards, codes of practice and codes of ethics and incorporate these into the QMS;
- supply our services and products in accordance with our customers needs and expectations;

QUALITY POLICY



- monitor, measure and analyse our services, products, processes and customer feedback to identify opportunities for continual improvement of customer satisfaction;
- provide training and coaching of all our employees to ensure competency with regard to their understanding of the QMS and to enable each one to effectively implement and operate the QMS in their area of work;
- give due consideration to the QMS when making business decisions;
- listen to and respond to the needs of key interested and affected parties;
- communicate this policy to all interested and affected parties by making it available within the workplace and on the company website.

Peter Dolan
Managing Director
Multi-Waste (Jet Park) (Pty.) Ltd