




### 4 – COMMON MANAGEMENT SYSTEM REQUIREMENTS

4.2	<b>Management System Policies (continued)</b>
	<b>Quality Policy</b>
	<p>Nordic Recycling aims to provide a defect free service to its customers, on time and within an agreed budget.</p> <p>Nordic Recycling operates a Quality Management System that has gained BS EN ISO 9001: 2008 certification, including aspects specific to the operation of a waste paper collection and bailing service.</p> <p>The management of Nordic Recycling is committed to:</p> <ol style="list-style-type: none"><li>1. Develop and improve the Quality Management System</li><li>2. Continually improve the effectiveness of the Quality Management System</li><li>3. The enhancement of customer satisfaction</li></ol> <p>The management of Nordic Recycling has a continuing commitment to:</p> <ol style="list-style-type: none"><li>1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction</li><li>2. Communicate throughout the Organisation the importance of meeting customer needs and legal requirements</li><li>3. Establish the Quality Policy and its objectives</li><li>4. Conduct Management Reviews of the effectiveness of the implementation of the Quality Management System</li><li>5. Ensure the availability of resources</li></ol> <p>The structure of the Quality Management System is defined in this Quality Manual.</p> <p>All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.</p> <p>In addition to all English and EEC Legislation and Regulations, Nordic Recycling complies with all legislation specifically related to the supply of their services Nordic Recycling in relation to the waste paper industry.</p> <p>Nordic Recycling constantly monitors its quality performance and implements improvements when appropriate.</p> <p>This Quality Policy is regularly reviewed in order to ensure its continuing suitability.</p> <p>Signed:  Managing Director</p> <p>Date: 21<sup>st</sup> August 2009</p>