



- Quality Policy Statement -

To achieve our objectives of ensuring that our customer needs and expectations are achieved at all times, McKinstry Skip Hire is committed to Total Quality Management.

We aim to be a Quality leader through Total Quality Commitment to our customers and have therefore adopted the following principles with our business:-

- . To ensure quality in everything we do
- . To fully understand and clearly define our customer requirements in order to meet their Expectations
- . To involve all our staff, fully utilising their skills and expertise in developing our working practices
- . To create an environment for continuous improvement in the quality of our services, through the setting and reviewing of quality objectives for our business
- . To provide products and services of such quality that our customers will remain our customers, and potential customers will join them

Our Quality System has been established and is maintained in support of our quality policy and the requirements of the ISO 9001: 2008 standard. In meeting the requirements of this standard, it is subject to regular reviews and all activities are audited in a systematic manner to identify potential problems, introduce preventative measures and provide a basis for continuous improvement.

Signed: Darren McKinstry

Managing Director **Darren McKinstry**

Date: January 2014