

**SHETLAND ISLANDS COUNCIL
CLEANSING SERVICE**

Quality Management: Aims and Quality Policy

Aims of the Service

The aims of the Cleansing Service are to:

- provide a quality Cleansing Service which satisfies the needs of its customers;
- continually improve the quality of the service it provides; and
- maintain and enhance Shetland's environment.

Quality Policy

The Cleansing Service is committed to the following Policy:

- Ensure the Cleansing Service's operations have appropriate arrangements and resources in place to implement a Quality Management System (I.S.O. 9001:2008) with clear management responsibilities and documented procedures.
- Regularly monitor and review performance and set clear objectives and targets to ensure continuous improvement in how the service is provided.
- Aim to provide a satisfactory service at the first attempt: "get it right, first time". Incidents of under-performance will be investigated to identify their cause and improvements will be implemented to prevent their recurrence in a timely and professional manner.
- Enable staff to be individually responsible for achieving a quality service in what they do.
- Ensure staff who can influence the quality of the service are aware of their duties and responsibilities and are provided with adequate resources to fulfill them.
- Provide training for staff to enable them to understand the Quality Policy and to support their personal development.
- Identify and comply with appropriate legislation and recognised best-practice in the wastes management industry, and anticipate future developments whenever possible.
- Promote and encourage waste awareness, prevention, re-use and recycling in order to reduce the impact on Shetland's environment of the Cleansing Service's operations.
- Actively consult with customers and staff on the quality of the service provided.
- Satisfy customers by continuously adapting the Cleansing Service to meet their current needs and future requirements.

This Policy is reviewed periodically in order to ensure its continuing suitability and to identify improvements in its effectiveness.

This Policy is implemented through management procedures which are to be externally accredited to ensure they conform to the requirements of I.S.O. 9001:2008, the international standard for quality management systems.



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