

QUALITY MANAGEMENT



CUSTOMER SERVICE **POLICY STATEMENT**

JWS Waste and Recycling Services Limited recognises the importance of customer service as part of its commitment to meeting customer needs and complying with the requirements of our ISO 9001 quality accreditation. This is implemented through:

Telephone Response

- The Customer Service team will respond during operational hours, politely and promptly in order to service our customers' needs.
- We will train all staff to respond in an efficient and professional manner.

Written Response

- We will respond to customers in a timely manner, to ensure they are kept informed of progress.

Customer Enquiry

- We will respond quickly to any enquiry from a new customer or for an additional service from an existing customer.
- Where there is any doubt about the accuracy of any information, the details will be checked and validated prior to release.

Customer Service

- We will endeavour to service all our customers as agreed in the customer service contract or as documented by email. If for any reason, we cannot provide an agreed service we will notify the customer in advance and establish a revised schedule.
- We will ensure all equipment, vehicles and containers are in a serviceable condition at all times.
- Staff will act with integrity in all their dealings with both external and internal customers.
- Impediments to good customer service, when identified, will be addressed. Examples might include reviewing procedures, documentation, etc.
- Quality or service non-conformances will be recorded and investigated in full.
- Staff will look for ways to enhance the quality of the service they deliver. Concerns about the quality of service will be referred to the next level of management.

Customer Complaints

- We will respond politely and promptly to all customer complaints so that we may continue to provide the level of service we have agreed to provide.
- We will investigate all complaints to find their cause and put into place corrective action.
- All complaints will be logged on a customer complaint form and followed up.
- Courtesy will be shown in all circumstances, even in difficult situations where the customer does not show similar courtesy in return. Staff will be courteous in their spoken words, body language and demeanour.

Training

- Training will be provided on customer service and general communication skills on a needs basis.
- Customer service training will be given to all staff including drivers and reviewed on a regular basis.



Tim Andrew
MANAGING DIRECTOR