



**zero
waste
solutions™**

Quality Policy

- Zero Waste Solutions is committed to providing integrated sustainable business services. Our goal is to provide high quality services that exceed our Customers' expectations that are delivered on time, every time. This will be done in a safe and environmentally acceptable manner.
- We will constantly strive to simplify our processes to achieve *zero waste* for our clients. All employees are encouraged to seek ways to contribute to the continuous improvement of our services to ensure we are able to exceed our Customers' expectations every time.
- Comply with all standards.

Our Quality Objectives are to:

- Reduce Customer complaints
- Customer satisfaction ratings to meet the 98% goal.
- Provide additional value added services to our Customers
- Continuously improve service quality and process efficiency
- Perform Quality Control inspection system
- Ensure the Quality Policy is communicated and understood within the organization and is reviewed for continuing suitability
- Strive to improve Customer satisfaction in measurable, meaningful ways using input from major Customers
- Ensure approvals and controls are in place
- On-time delivery by measuring customer satisfaction

Mission Statement

To increase environmental sustainability and corporate profitability by identifying and implementing cost and resource-saving strategies based on the *zero waste concept*.

Vision Statement

Work towards Zero Waste!