



IMS015 – Form

Quality Management Policy

Lowmac alloys Ltd (Lowmac), is an integrated waste management business that provides skip hire, transport, and waste removal for our customers, as well as secure shredding of confidential paper, WEEE, scrap metal recycling and end of life vehicle disposal.

We are a customer focused waste management company, registered with the Scottish Environment Protection Agency and the Department of Transport. It is our policy to provide and deliver consistent high-quality service while meeting our statutory and regulatory responsibilities.

Quality Management System (QMS)

Our aim is to drive continual improvement by utilising our integrated QMS to:

- Setting business objectives and reviewing our progress annually;
- Recording and reviewing customer feedback and addressing any concerns raised;
- Measuring our business operations by providing data to inform our decision-making process;
- Following best practice guidelines to manage our operations effectively.

Lowmac are proud to operate a QMS accredited with ISO 9001:2015 that ensures a systematic and disciplined approach by all our employees. Our Managing Director has assigned responsibility throughout the organisation for maintaining the QMS and associated procedures and processes.

We are committed to providing training, information and guidance to our employees on our QMS and associated procedures and processes. They in turn are expected to implement them and adhere in full to their requirements. Lowmac works with our employees to maintain our QMS and our employees are actively encouraged to suggest ways in which the QMS can be improved.

Where appropriate contractors, suppliers, and visitors to our sites are required to acknowledge and adhere to our Quality Management Policy and may be required to complete a Pre-Qualification Questionnaire to ensure they meet our required quality standards. Copies of our policy are available on our website or on request.

Monitor and Review

This policy will be continually reviewed and where appropriate resources will be made available as required to enable the company to meet its quality objectives.

Signed:

Robert Hall
Director

Review Date: January 2022