Quality Policy

Continually striving to achieve the highest standards of quality, safety and environmental care every minute, every day.

Drainage, waste management and recycling specialists

MTS Cleansing Services Limited

Quality Policy Statement

It is the strategic policy of MTS Cleansing Services Limited to provide a consistent high quality and comprehensive range of liquid and special waste collection and cleansing services in order to satisfy corporate business strategy, and to maintain and continually improve the satisfaction of our customers.

The achievement of this policy is effected by the implementation and maintenance of a formal Business Management System compliant with the latest edition of BS EN ISO 9001:2015, and that,

- Is designed with consideration of all external and internal contextual elements that impact upon our strategic direction, including the requirements of relevant interested parties, and matters related to climate change;
- Defines all business processes and operations within the organisation;
- Provides a framework for establishing and reviewing achievable quality objectives and targets that drive a cycle of continuous improvement;
- Provides for performance monitoring to ensure continued effectiveness and suitability

The associated Company Business Manual, processes, and support information, define all of our business processes to ensure a systematic and consistent approach by all staff, in all activities associated with providing our services.

Our top management are committed to meeting the needs and expectations of our customers, and to:

- Compliance with the requirements of ISO 9001:2015;
- The maintenance and continual improvement of the effectiveness of our Business Management System;
- Ensuring that all our staff are competent to carry out assigned activities;
- Compliance with all pertinent statutory, regulatory and other applicable requirements;
- Operation in accordance with best practice and industry standards.



Allen Crust

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Managing Director
MTS Cleansing Services Limited

Consistent with this policy, and our strategic direction, our top management have identified key quality goals that include objectives and performance targets relating to:

- Market share and business growth;
- Service quality, consistency and reliability;
- Process performance;
- Customer satisfaction;
- Climate Change.

Performance data relating to achievement of targets is continually monitored and analysed.

The competence and awareness of all staff is regularly reviewed to ensure the effectiveness of their contribution to achieving quality objectives and the strategic direction of the company.

As part of our internal and external communication procedures and staff training programmes, it is ensured that this quality policy, and associated objectives, is communicated, understood, implemented and maintained at all levels within the organisation, and made available to relevant interested parties.

This policy is regularly reviewed by top management to ensure its continuing suitability, and relevance.