

Quality Policy

Cross Cut Shredding Ltd, established in 2016, is committed to delivering professional and secure confidential waste destruction and disposal services to businesses and consumers within our catchment area across England. Quality is at the core of our business, with a focus on customer satisfaction and security as fundamental values that must consistently reach optimal standards. Our commitment is to provide high-quality services that not only meet but exceed the expectations of both our business and consumer customers.

We are steadfast in our dedication to continuous improvement, utilising internal reviews and customer feedback to ensure our services evolve positively. Our quality-focused approach is supported by the following policies and procedures aligned with our overarching company objectives:

- Regular gathering and review of customer feedback.
- Periodic collection and review of employee feedback and suggestions.
- Ongoing performance monitoring of our supply chain from inception to completion..
- Continuous training and development initiatives for our employees.
- Regular internal quality audits of our processes and policies.
- Establishment of measurable quality objectives reflecting our business goals.

Our internal procedures undergo regular reviews. While the management team and directors bear ultimate responsibility for quality, we ensure that all employees comprehend their responsibilities within their respective areas of work, fostering seamless integration of our ways of working throughout the entire company.

As part of our commitment to transparency and accountability, our policies are regularly reviewed, and the quality manual is shared with all employees. The management team and directors undertake an annual review to ensure our commitment to quality endures.



Daniel Simmons
Managing Director

Last Review Date: January 2024
Next Review Date: January 2025