



## Quality Policy

On Time Septic Services provides on site repair, service and maintenance of wastewater treatment systems.

Quality and reliability of the company's products and services are the concern of every person in the organisation and are not just the sole responsibility of the quality representatives.

The objective of On Time Septic Services is to provide a service, which consistently meets our customers' needs and expectations in the most cost-effective manner.

Our aim is to strive for continuous quality improvement in all our activities in order to maintain and continue our competitive advantage.

The commitment and responsibility for, quality is shared by all members of the company, so that all aspects of the company's systems must be the result of consultation and agreement between company personnel. All company staff are encouraged to identify and report any quality problems and to participate in quality improvements processes through the company. I ask all staff to actively support the implementation of this policy.

Robert Archer

Managing Director