

EUROPEAN TEXTILE RECYCLING LTD MANAGEMENT SYSTEMS MANUAL	SECTION	MSM
	PAGE NO	10 OF 25
TITLE OF SECTION MANAGEMENT SYSTEM REQUIREMENTS	DATE OF ISSUE	30/06/06
	REVISION NO	12
	DATE OF REVISION	29/03/17

### 5.3 (a) Quality Policy

The Owner has established the following policy statements ensuring that all employees of are made fully aware of their contents. The Owner is committed to them and will review them for continuing suitability.

#### QUALITY POLICY STATEMENT

It is the policy of EUROPEAN TEXTILE RECYCLING LIMITED to document and maintain a quality management system that complies at all times with the requirements of ISO 9001:2008. All employees of the Company are made fully aware of this policy statement, which can be summarised as.

- ❖ To meet customers' requirements for contracts, delivery and service to ensure that EUROPEAN TEXTILE RECYCLING LIMITED is considered a Premier Supplier.
- ❖ To improve customer satisfaction to the level where the number of customer returns is minimised.
- ❖ To develop employee awareness in the organization to assist in the continual improvement of the performance of the company.
- ❖ To develop dialogue with customers to identify their needs and expectations that will lead to continuous improvement of products and services supplied.
- ❖ To operate a comprehensive quality programme that satisfies the requirements of ISO 9001:2008 and leads to the continual improvement in its effectiveness.
- ❖ To establish quality objectives and review them at appropriate times to ensure they meet their target

Approved by

Date:

Owner



4/4/17.

EUROPEAN TEXTILE RECYCLING LTD MANAGEMENT SYSTEMS MANUAL	SECTION PAGE NO DATE OF ISSUE	MSM 9 OF 25 30/06/06
TITLE OF SECTION MANAGEMENT SYSTEM REQUIREMENTS	REVISION NO DATE OF REVISION	12 29/03/17

Customer satisfaction is enhanced by constant attention to detail on customer requirements for collections to ensure they are correct.

EUROPEAN TEXTILE RECYCLING LTD MANAGEMENT SYSTEMS MANUAL	SECTION	MSM
	PAGE NO	8 OF 25
TITLE OF SECTION MANAGEMENT SYSTEM REQUIREMENTS	DATE OF ISSUE	30/06/06
	REVISION NO	12
	DATE OF REVISION	29/03/17

All documents in the quality management system are controlled according to the requirements of documented procedure QP 1.

#### 4.2.4 Control of Records

Records shall be established and maintained to provide evidence of conformity to requirements and effective operations of the management system. Records shall remain legible, readily identifiable and retrievable. Procedure QP 1 defines the controls implemented for identification, storage, protection, retrieval, retention time and disposition.

#### 5.1 Management Commitment

The Owner is committed to the development and implementation of the management system. This is demonstrated by his decision to use the process approach given in the Standard as a model to take the Company forward and grow the Business.

The Owner is involved in communicating to the organisation the direction and values regarding quality and environmental management systems during regular meetings with all staff. The Owner has instigated and participates in a full review of all management systems and processes with a view to improving their effectiveness and to enhance the reputation with customers. The Owner is actively involved in collections and receives first hand comments from customers of their performance.

The Owner has set company policies and has agreed company objectives with each department. The Owner constantly monitors the company's performance and attends management review meetings and uses this vehicle to monitor, review and revise quality and environmental policies and objectives.

#### 5.2 Customer Focus

The Owner and CEO search for new customers to purchase ETR products and for sites for collections and process them according to procedure QP 2 in order to ensure that collections meet local council and charity organisational needs and expectations. Office personnel transfer details of collection sites and frequencies into a run list.

When a new collection site is identified the Operations & Transport Manager identifies environmental aspects of its activities, products and services and any aspects that may have or can have a significant impact on the environment.

| During a review of new sites requirements the Operations & Transport Manager will identify and access any applicable legal requirements and other requirements related to environmental aspects. The Operations & Transport Manager determines how these requirements apply to its environmental aspects.



EUROPEAN TEXTILE RECYCLING LTD MANAGEMENT SYSTEMS MANUAL	SECTION	MSM
	PAGE NO	7 OF 25
TITLE OF SECTION MANAGEMENT SYSTEM REQUIREMENTS	DATE OF ISSUE	30/06/06
	REVISION NO	12
	DATE OF REVISION	29/03/17

The organization has established and continually improves a management system that complies with the requirements of the Standard ISO 9001 & ISO 14001.

The systems and processes are identified on an interaction chart and in relevant procedures, flow charts and general documents that describe the sequence and how each activity is controlled and requirements implemented. Procedures are approved by authorising signatories to ensure correct operation and that the control of the processes is effective.

The processes are managed in accordance with the management structure given in this manual and described in individual procedures, flow charts etc. Methods used to determine process effectiveness are described in appropriate section of this quality manual.

The Owner ensures that adequate resources and information are available to support the operation and that all processes are monitored, measured and analysed as appropriate to ensure minimum impact on the environment.

The Owner has established Company objectives and carries out management reviews / meetings in order to ensure that planned results are achieved and continual improvement of the processes are maintained

#### 4.2.1 Documentation Requirements

The management system documentation includes: -

- (a) Documented statements on quality policy, environmental policy and company objectives.
- (b) A management systems manual
- (c) Documented procedures required by the relevant Standard and identified in the text of this manual.
- (d) Documentation includes the run sheet issued to drivers to ensure effective planning and control of collection processes. (See QP 5)
- (e) Quality and environmental records are maintained as required by the relevant standard and collected as stated in procedure QP 1.

#### 4.2.2 Management Systems Manual

This manual has been written to describe how the Company conform to the requirements of each Standard and details the scope and justifications for exclusions. It refers to relevant documented procedures (QPS), flow charts and various process control documents that describe the interaction of processes within the quality management system.

#### 4.2.3 Control of Documents

EUROPEAN TEXTILE RECYCLING LTD MANAGEMENT SYSTEMS MANUAL	SECTION	MSM
	PAGE NO	6 OF 25
TITLE OF SECTION MANAGEMENT SYSTEM REQUIREMENTS	DATE OF ISSUE	30/06/06
	REVISION NO	12
	DATE OF REVISION	29/03/17

## 2 General

This management system manual has been written to document how EUROPEAN TEXTILE RECYCLING LIMITED consistently provide product that meets customer and any applicable statutory, regulatory and legislative requirements whilst controlling environmental aspects of its business.

The organization aim to enhance customer satisfaction through effective application of the management system,

Its Owner, who has executive responsibility for quality and environmental aspects, wholly owns EUROPEAN TEXTILE RECYCLING LIMITED.

The Owner markets the services on a growing reputation for providing re-cycled products that are exported to European countries matched against a business policy to provide the services in such a way that has least impact on the environment.

The purpose of this document and its associated documents is to describe how the organization controls the quality of its services supplied and minimises its impact on the environment with the aim of continual improvement. The document details the organization's policy towards achieving and maintaining ISO 9001: 2008 certification and ISO 14001 certification.

## 3 Scope of activities and facilities

European Textile Recycling Limited operates from premises that include extensive storage areas for textiles, general items displayed for sale and admin offices in which are based the Owner and his management team.

Product realisation processes consist of the following activities.

- (a) Small bulk collections from warehouse or local suppliers that are used for export customers.
- (b) Deliveries by public to ETR of textiles.
- (c) Collection from the retail sector that may include textiles and shoes that may be end of line products or excessive stock holding.
- (d) The display of designated goods in the saleroom for purchase by the public.
- (e) Collection of clothes by Satellite shops.

It should be noted that the organisation is not responsible for the delivery of textiles to its customer's premises as the customer provides the transport.

### 4.1 General Requirements



EUROPEAN TEXTILE RECYCLING LTD MANAGEMENT SYSTEMS MANUAL	SECTION	MSM
	PAGE NO	5 OF 25
TITLE OF SECTION MANAGEMENT SYSTEM REQUIREMENTS	DATE OF ISSUE	30/06/06
	REVISION NO	12
	DATE OF REVISION	29/03/17

7.4	Purchasing	7.4		
7.4.1	Purchasing process	7.4.1		QP 6
7.4.2	Purchasing information	7.4.2		
7.4.3	Verification of purchased product	7.4.3		QP 6
7.5	Production and service provision	7.5		QP 5
7.5.1	Control of production and service provision	7.5.1		
7.5.2	Validation of processes for production and service provision	7.5.2		N/A
7.5.3	Identification and Traceability	7.5.3		
7.5.4	Customer property	7.5.4		N/A
7.5.5	Preservation of product	7.5.5		
7.6	Control of monitoring and measuring devices	7.6	4.5.1	N/A
8	Measurement analysis and improvement	8	4.5	
8.1	General	8.1		
8.2	Monitoring and measurement	8.2		
8.2.1	Customer satisfaction	8.2.1		
8.2.2	Internal audit	8.2.2		QP 7
8.2.3	Monitoring and measurement of processes	8.2.3	4.5.2	
8.2.4	Monitoring and measurement of product	8.2.4		
8.3	Control of nonconforming product	8.3	4.4.7	QP 8
8.4	Analysis of data	8.4	4.5.3	
8.5	Improvement	8.5		
8.5.1	Continual improvement	8.5.1		
8.5.2	Corrective action	8.5.2		QP 9
8.5.3	Preventative action	8.5.3		QP 9

EUROPEAN TEXTILE RECYCLING LTD MANAGEMENT SYSTEMS MANUAL	SECTION	MSM
	PAGE NO	4 OF 25
TITLE OF SECTION MANAGEMENT SYSTEM REQUIREMENTS	DATE OF ISSUE	30/06/06
	REVISION NO	12
	DATE OF REVISION	29/03/17

Section No.	Title of section	ISO 9001: 2008	ISO 14001: 2004	QPS / Flow charts
1	Issue sheet			
	Amendment record			
2	General			
3	Scope	1		
4	Quality Management System	4		
4.1	General requirements	4.1	4.1	
4.2	Documentation requirements	4.2		
4.2.1	General	4.2.1		Various
4.2.2	Quality manual	4.2.2	4.4.4	
4.2.3	Control of documents	4.2.3	4.4.5	QP 1
4.2.4	Control of records	4.2.4	4.5.4	QP 1
5	Management responsibility	5		
5.1	Management commitment	5.1	4.4.1	
5.2	Customer focus	5.2	4.3.1/2	QP 2
5.3	Quality policy	5.3		
5.4	Planning	5.4	4.3	
5.4.1	Quality objectives	5.4.1	4.3.3	
5.4.2	Quality management system planning	5.4.2		
5.5	Responsibility and authority	5.5		
5.5.1	Responsibility and authority	5.5.1		App1&2
5.5.2	Management representative	5.5.2		
5.5.3	Internal communication	5.5.3	4.4.3	
5.6	Management review	5.6	4.6	QP 3
5.6.1	General	5.6.1		
5.6.2	Review input	5.6.2		
5.6.3	Review output	5.6.3		
6	Resource management	6		
6.1	Provision of resource	6.1		
6.2	Human resource	6.2	4.4.2	QP 4
6.3	Infrastructure	6.3		
6.4	Work environment	6.4		
7	Product realization	7	4.4	
7.1	Planning and product realization	7.1	4.4.6	QP 5
7.2	Customer related processes	7.2		QP 2
7.2.1	Determination of requirements related to product	7.2.1		
7.2.2	Review of requirements related to product	7.2.2		
7.2.3	Customer communication	7.2.3		
7.3	Design and development	7.3		N/A



EUROPEAN TEXTILE RECYCLING LTD MANAGEMENT SYSTEMS MANUAL	SECTION	MSM
	PAGE NO	3 OF 25
TITLE OF SECTION MANAGEMENT SYSTEM REQUIREMENTS	DATE OF ISSUE	30/06/06
	REVISION NO	12
	DATE OF REVISION	29/03/17

#### AMENDMENT RECORD

- (1) To ensure that a record of amendments to this quality manual is available, this page will be reissued with each set of revised pages. The ISO Controller is responsible for their distribution together with any amendments.
- (2) Revised pages must be inserted in the place of existing pages with the same page number. Those pages affected by amendment shall be returned to the ISO Controller who will retain examples of them in a superseded file segregated from other files.
- (3) Where additional pages are issued they must be inserted in the relevant section of the manual.
- (4) The ISO Controller recalls individual manuals and incorporates the amendments into the manual. Changes in the manual require each manual holder to sign the amendment register as indication that they have received the amendments.

AMENDMENT NUMBER	DATE OF ISSUE	PAGES REVISED / INSERTED		ISSUED BY
		DISCARD	INSERT	
NEW	30/06/06	N/A	NEW MANUAL	J Parker
REV 1	30/03/07	All pages	A pages	J Parker
REV 2	12/04/07	All pages due to name change, & minor updates.	New pages see highlighted text.	J Parker
Rev 4	22/06/07	Organisation chart, section A2.7	New chart & additional section A2.7	J Parker
REV 5	14/07/08	Organisation chart, job desc.	New organisation. New job titles Updated job Desc. Minor changes	J Parker
Rev 6	30/10/09	Organisation chart & Job descriptions.	New organisation chart. Updated job titles & job descriptions	J Parker
		Ref to 2000	Add ref 2008, additions to 6.4 & 8.2.3	
Rev 7	23/08/10	All pages Ref. To General Manager	New pages, see highlighted text & updated scope of activities	J Parker
Rev 8	12/08/11	Job titles	Update job titles and duties as highlighted.	J Parker
Rev 9	20/12/12	Job titles	Update job titles and duties as highlighted.	J Parker
Rev 10	14/02/14	Job titles	Update job titles and duties as highlighted.	J Parker
Rev 11	04/08/15	Job titles, Organisation	MD = Owner. Ops Director = CEO Plus Process Manager & Warehouse Manager Ref to Org Chart 5.5.1	J Parker
Rev 12	29/03/17	Job Titles	Senior Accounts Manager Operations and Production Manager, Quality assistant	J Parker



EUROPEAN TEXTILE RECYCLING LTD MANAGEMENT SYSTEMS MANUAL	SECTION	MSM
	PAGE NO	2 OF 25
TITLE OF SECTION MANAGEMENT SYSTEM REQUIREMENTS	DATE OF ISSUE	30/06/06
	REVISION NO	12
	DATE OF REVISION	29/03/17

## MANAGEMENT SYSTEMS MANUAL

### ISSUE SHEET

THIS MANUAL IS APPROVED AND ISSUED UNDER THE AUTHORITY OF: -

Jacqui Parker	
COPY NO	
ISSUED TO	
ISSUE DATE	

EUROPEAN TEXTILE RECYCLING LTD MANAGEMENT SYSTEMS MANUAL	SECTION PAGE NO DATE OF ISSUE	MSM 1 OF 25 30/06/06
TITLE OF SECTION MANAGEMENT SYSTEM REQUIREMENTS	REVISION NO DATE OF REVISION	12 29/03/17

**EUROPEAN TEXTILE RECYCLING LTD**

**MANAGEMENT SYSTEMS MANUAL FOR  
(BSENISO 9001:2008 & BSENISO 14001:2004)**

Unit 5, Hollies Business Park  
Hollies Park Road  
Cannock  
Staffordshire  
WS11 1DW