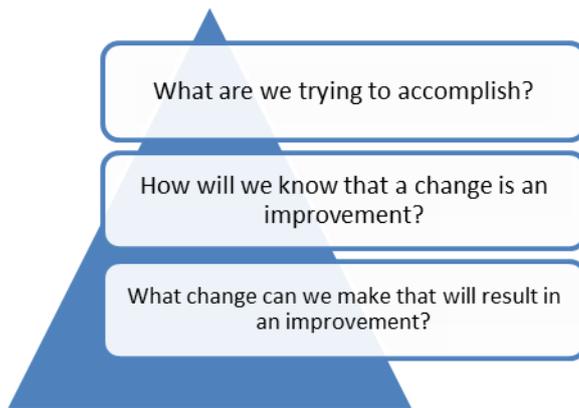# Brampton Skip Hire

Quality Policy

Purpose

The implementation of a continual improvement process to analyse systems, processes and ways of working to benefit the business and customer experience by:

- Eliminating wasted time and resources

- Identifying and reducing non value steps

- Increasing throughput and productivity

- Increasing customer satisfaction

The end goal is to build and nurture an improvement culture within the business

Continual Improvement Model

Our Continuous Improvement Process is a never ending effort to eliminate the main causes of problems within our business. This incorporates a problem solving approach to find and eliminate causes of problems.

What are we trying to accomplish?

How will we know that a change is an improvement?

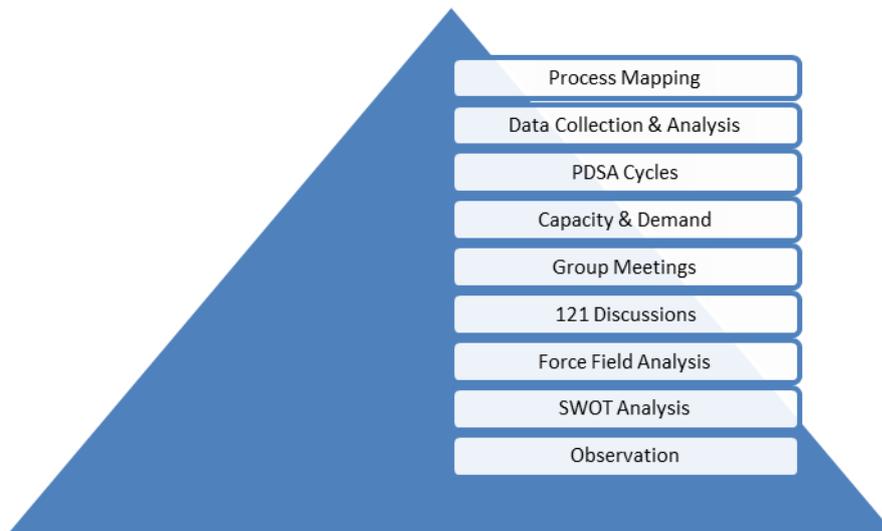What change can we make that will result in an improvement?

It is vital to the success of the CIP that there is a clear understanding of the problem, the goal and the measurement. It is also important that the following criteria are met:

- Does the TEAM know the purpose of the process?

- Are there identified team members involved?

- Can dedicated time be allocated to the analysis of the process by all?

- Will the team identify this project as top priority?

Improvement Theories to be deployed within CIP

THEORY of CONSTRAINTS	•Improvement based on the identification of bottlenecks, constraints and variations .
LEAN	•Improvements based on the amount of time needed to complete process.
Six Sigma	•Improvements based on analysis & measurement.
TOTAL QUALITY MANAGEMENT	•Improvements based on explicit focus on internal & external customer needs by ALL users.

The following evaluation tools will be used as part of the CIP:

Process Mapping
Data Collection & Analysis
PDSA Cycles
Capacity & Demand
Group Meetings
121 Discussions
Force Field Analysis
SWOT Analysis
Observation

Managing the Flow

An important part of the CIP is to have a clear understanding of the business structure and "flow" process to identify bottlenecks, gaps, variations, duplication, causes and constraints, using the process below;

Improvement Thinking & Cycles

Within this continual improvement process, there will be focus on:

- staff involvement

- analysis of processes and systems

- personal and organisational development

- sustained and spreading habit

The main improvement phases will include the following:

- Analysis - identify areas of improvement and target specific problems.

- Design – generate solutions to problems.

- Development – formulate a detailed solution.

- Implementation – execute the solution.

Using the following improvement cycle:
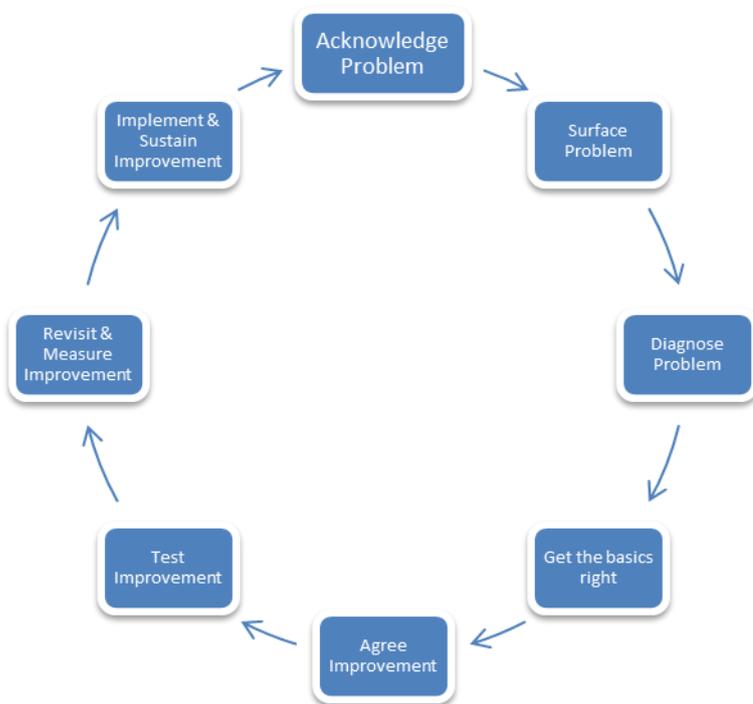
Evaluation Phase

The evaluation of each improvement process will be based on the following criteria;

Evaluation measurement tools will be used to assess if an improvement or change has worked or failed.

A measurement tool will also be used to monitor the progress and process of all improvements and changes.