



QUALITY POLICY

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05/01/2017



QUALITY POLICY STATEMENT

It is the policy of the company to maintain a quality system designed to meet the requirements of EN ISO 9001:2008 in pursuit of its primary objectives.

The company's Quality Manual defines our quality objectives and key procedures.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

The Directors will ensure that suitably qualified personnel are trained and are supported by an effective organisation with the resource to achieve high performance levels, thereby promoting the confidence of customers in the company.

It is mandatory that all employees strictly observe and execute policies, work methods and procedures published in the quality manual or others to which reference is made herein.

To ensure that the company maintains its awareness for continuous improvement, the quality system is regularly reviewed and is subject to an annual audit.

The requirements of the company's quality system are mandatory and all company personnel have a responsibility and obligation to adhere to it.

QUALITY ASSURANCE

We believe it is our company responsibility to check and record the quality of service we provide to our clients. It is our policy to operate a control system specifically designed to meet the requirements of your specifications and premises. This ensures that prompt action is taken when necessary. Service inspections are a control for consistency of service provision and all of our staff are motivated towards achieving and maintaining high standards.

It is our goal to provide our clients with high quality of services. Our aim therefore, is to establish a working environment where the need for quality is recognised, understood and routinely implemented. To this end, it is the policy of the company that:

1. Clients' requirements and expectations are adequately defined and documented.
2. An effective documented management system is established and maintained which promotes error free operation in each department of business.
3. All employees are expected to know and be accountable for the adherence to the procedures, in so far as that they relate to what they do.
4. The management system shall be regularly reviewed to ensure its adequacy and shall have the fully committed support of all management and staff.
5. Programs of continuous improvement shall be promoted.
6. Quality is defined as 100% compliance and shall not be compromised as an expedient.
7. The management shall encourage team work and adopt best practices to ensure that quality is maintained and that adequate training of staff is provided and is subject to regular review.

QUALITY OBJECTIVES:

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, we have identified the following Quality Objectives:

- We will endeavour to deliver our services to specifications
- We will endeavour to deliver our services on time
- We will endeavour to deliver our services to the price quoted
- We will endeavour to make a fair profitable return on our activities in order to fund ongoing development and growth.
- Our Management team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our quality objectives are being met.
- We will conduct our business in an ethical and professional manner.
- We will endeavour to satisfy our clients' requirements and get things right the first time.
- We are a learning organisation where, if we make mistakes, we will admit it and rectify the situation as quickly as possible leaving from the process and updating our procedures and training accordingly.
- We are committed to meeting customer expectations of performance, quality, price and delivery in all we do.
- We aim to fully understand our customer's requirements and provide products and services to meet those needs.
- We promote innovation and continually review advances in technology, which can lead to the improvement of the products and services we offer our customers.
- We encourage the development of our staff through skills training. Our Quality System provides the framework to control and monitor our activities and to continually improve our systems, products and services to customers

To meet the company's business aims and objectives, it requires the full understanding, commitment and involvement of all staff in the activities associated with the provision of cleaning services. The company therefore provides for the development and training of all employees so that opportunities for the individual are identified within the framework of the company's equal opportunities policy. To further reinforce this policy on training and development and the link with business aims and objectives, the company will seek recognition as an investor in people.

Signed



Sadia Zahoor
Director