

PRINCIPLE

Quality of service is an integral part of the philosophy of the Shareholders and Directors of the Group.

The Group is committed to the provision of quality services that are reinforced by the principle of continuous improvement.

ORGANISATION

The Quality Management System (QMS) is contained within the Group's Integrated Management System (IMS) which is available on the Group's intranet - Sharepoint. Each Group location may have its own Site Service Manual which typically contains documents unique to that location as well as Groupwide documents.

The Directors, management team and all employees are committed to the achievement and maintenance of quality services through ownership of the IMS. The Management Representative reports to the Executive Directors.

Responsibility for the introduction, maintenance and review of processes set out in the IMS rests with appropriate Managers, who retain ownership of matters under their control.

All employees have a collective responsibility for the quality of service provided to Customers.

MONITORING

Customer satisfaction and continuous improvement of services to our customers is approached in a number of ways. Performance Feedback is sought through a number of avenues and methods exist for improvement suggestions, trials and assessment of ideas.

Internal audits are carried out and coordinated through the Integrated Audit Group which meets on a bimonthly basis. Results of audits are discussed together with root cause analysis and activities are formally minuted.

The Board of Directors carries out an annual review, following a report from the Management Representative. The achievement of objectives from the previous report is reviewed, with follow-on action being scheduled as necessary. Objectives for the current year are adopted and pursued as appropriate. These are communicated through a variety of channels: Group Newsletters, Communications Meetings, various reports and display on Notice Boards.

This policy is documented and approved by the Managing Director. It is implemented, maintained by periodic review and communicated to all employees.

This Policy has been authorised by:



Neil Richards,
Managing Director, Cleansing Service Group Ltd

The Group consists of Cleansing Service Group Ltd. and its Subsidiary Companies

The controlled version of this document is available only on Sharepoint