



ISO 9001 Standards Policy



Working to ISO 9001 Standards

A quality management system is a way of defining how an organization can meet the requirements of its customers and other stakeholders affected by its work.

Based on the idea of Continual Improvement, Spotless Cambridge Ltd have implemented ISO 9001 practices to define objectives and continually improve our processes in order to reach them.

Implementing a Quality Management System allows us to;

1. Assess the overall context of our organisation and define who is affected by our work and what they expect from us.
2. Clearly state our objectives and identify new business opportunities.
3. Ensure we consistently meet customers needs and enhance their satisfaction.
4. Work in a more efficient way as all processes are aligned and understood by everyone within the organization.
5. Identify and address the risks associated with our organization

Signed

.....*Jon Lamming*.....

Position

.....Strategic Director.....

Date

.....07/06/2019.....

Document History

Written by	Date	Release	Status	Approved by	History
Jon Lamming	04/10/2016	1	Approved	Magda Lamming	First release
Jon Lamming	28/02/2017	2	Approved	Magda Lamming	



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