



Quality Service Statement

Our Quality Service Statement

The consistent delivery of a high-quality, value-for-money service is dependent on regular, accurate monitoring of service standards. Our management team carries out regular onsite Quality Assurance Inspections. Any remedial action is completed promptly and free of charge.

Our regular Quality Inspections are designed to measure all aspects of our performance including:

- Cleaning standards
- Equipment efficiency
- Safety of machinery
- COSHH compliance
- Condition of cleaning cupboard
- Staff uniforms and ID
- Communications books
- Staff attendance records
- H&S documentation within site files

Further to this our Business Services Team will carry out independent Compliance Inspections to ensure our staff are working safely and full compliance is adhered to.

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



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Jon Lamming	28/02/2017	2	Approved	Magda Lamming	
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