

KGB Cleaning South West Ltd

Quality Policy



KGB Cleaning South West Ltd provide cleaning and associated services to a diverse customer base from educational establishments, local authority to public buildings across the UK.

This policy is effective from the 25th May 2018 and will be reviewed on an annual basis.

Our aim

Is to provide a first class service to all our customers, right first time, every time, this will establish long term partnerships with our customers by meeting and exceeding their expectations.

Our commitment

As a business we are committed to continually improving our quality management to give the best services to our customers, whilst complying with all aspects of current legislation and law.

Our business operates a quality management system that not only conforms to the international standard ISO9001:2008 but also provides the flexibility that the many different demands of our business and customers require.

Our People

Our services are largely dependent on the commitment of well trained and flexible employees, so each employees well-being and satisfaction is critical to our approach and success for continuous improvement.

Investment and commitment to our internal talent translates into service excellence, this is defined by transparent and open dialogue with our customers and a continual drive to improve cost, quality and the delivery of our services.

The services we deliver include quality assurance techniques and control checks by trained employees, from operatives to the senior management team, this is to prevent and correct any weaknesses in our service delivery to our customers.

All our employees are made aware of this policy to inform them of their individual obligations. It is included in the employee handbook, made available on the Company's website and we display it in prominent places at our customers premises.

Whilst the Managing Director takes responsibility for monitoring the effectiveness of this policy and driving the company to achieve continual improvement in quality performance, the successful implementation of this policy requires total commitment from the senior management team and all employees of the business.

John Nicholls, Managing Director

25th May 2018

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Introduction

The Company's prime objective is to provide support for all services to the highest possible quality for our clients. The company believes that its success and profitable development is entirely dependent on maintaining and constantly improving these services.

The company recognises that achieving this objective is dependent on a positive quality culture, based on the commitment, experience, knowledge, education and training of personnel at all levels and on open and honest relationships. This is achieved by effective local communication with our clients.

The Company has developed comprehensive standard written codes of practice, procedures, controls and training programmes for this purpose. These are regularly updated and provide an operating framework for personnel concerned with the front line activity of delivering services to our clients.

Quality in Practice

We have at our disposal a substantial range of building blocks for use in quality control monitoring, these can be combined according to local need into a well-functioning and operational system both in the day to day quality checks.

Typically, we measure quality via both input and output. Input would usually be measured through the recording of activity data and ongoing self-monitoring of tasks performed. Output is measured through customer feedback, employee satisfaction and close dialogue with client contract management.

During the mobilisation phase we shall, in conjunction with Client representatives develop a site specific Quality Management System (QMS) that identifies with the contractual requirements and any Key Performance Indicators (KPI's).

Typically, the QMS will establish performance benchmarks and measurement processes by agreeing KPI's which will include:

- Health & Safety.
- Employee training.
- Environmental Initiatives.
- Helpdesk communication.
- Service Level Agreement (SLA).
- Audit performance.
- Customer satisfaction.
- Employee satisfaction.

The framework for this may comprise of:

- Quality control inspections – either paper or IT based.
- Periodic audit which examines other aspects of service delivery, for example – Health & Safety.
- Management Information, this may take the form of a monthly report which could be hard or soft copy. Standard items to be incorporated are:
 - Executive summary.
 - Quality scores for the period against target.
 - HR statistics – starters/leavers.

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- Employee DBS details.
- Training attended and planned.
- Financial – variations, additions or deletions to contract.
- Health & Safety.
- Helpdesk correspondence.
- Service innovation and improvements.
- Company updates.
- Actions planned.
- KPI's.

Summary

The QMS will be continually reviewed over the life of the contract to ensure that our client is kept fully informed as to the Company's performance.