

# Quality Assurance Policy

## P & P Cleaning Services

Achievement of these policy aims involves all staff, who is individually responsible for the quality of their work, resulting in a continually improving working environment for all.

- To develop a full understanding of the needs of our customers.
- To work in close co-operation with clients, customers and suppliers to provide the right quality work and service, first time.
- To seek customer feedback and to use this as a format for continuous assessment and improvement.
- To develop the potential of our employees to ensure all members of staff are capable of undertaking work required in a safe and responsible manner, in accordance with our company's Health and Safety and Environmental policies.

P & P Cleaning Services is fully committed to delivering the objectives of this quality assurance policy statement within all its activities and work undertaken by our company.

P & P Cleaning Services has implemented a management structure that is based on the quality and commitment of its professional and experienced management and staff.

The Owner of our company has a specific responsibility for ensuring that the management structure reflects the quality standard, so that compliance with this quality assurance policy is maintained and improved.

We are continually developing our company's operations - Upgrading of IT systems and investing more in staff training.

P & P Cleaning Services' approach is to listen to our clients and customers and to openly discuss the individual requirements of every contract, thus ensuring that our clients remain fully satisfied with our service.

With each project we undertake, a quality plan is implemented, encompassing control measures that ensure the client's requirements are met, within the specified time, and in line with the budget. To this end, we endeavor to work as a committed team in a spirit of co-operation with the client and their customers.

P & P Cleaning Services' management and supervisory staff have the authority to make decisions, within the scope of their responsibilities, and are charged with working in accordance with the documented procedures.

P & P Cleaning Services' objectives are:

- To continue to meet in full the requirements of the client.
- To reduce waste and loss.
- To carry out all our activities within our environmental policy guidelines, thus helping to ensure a sustainable environment for the benefit of the community.
- To continually identify improvements to existing working practices.

In order for P & P Cleaning Services to achieve the above objectives, every employee must:

- understand customer and client needs
- be responsible and accountable for the quality of their own work

Lyndon Crossley  
Owner (Sole Trader)