



POLICIES & PROCEDURES



0208 469 4000



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Quality Policy

Quality Policy

Purpose and scope

This is the quality policy statement for S&M Cleaning & Support Services Limited. It is owned by the Director Danny Steele and sets out our commitment to quality management across all our operations.

Our commitment

- We take our responsibility to manage quality very seriously.
- We see continual improvement as a business requirement and part of the culture.
- We are committed to meeting customer expectations and to deliver on time, with quality.
- We measure our continual improvement against specific quality KPIs.

Responsibilities

Our Director is ultimately responsible for quality, the management of quality is principally a line management responsibility and so in line with our decentralised operating model, the Director holds each member of staff and its operatives accountable for all aspects of the management of quality in the business.

The Director manages a team of professionals to provide each Manager (and their teams) with the competent advice they need so they can meet their compliance obligations.

We describe specific responsibilities for our people in their role descriptions and we set out our general responsibilities in the methodology.

Our approach

These are the things we do:

- We have a management system for quality that is externally certified which is integrated with our systems for managing health & safety and the environment where possible.
- We use a risk-based approach to address the requirements of the business both internally and externally.
- We follow the steps of plan-deliver-check-act to ensure all processes are adequately resourced and managed and that opportunities for improvement are followed up.
- We give our people the right information, advice, training so they know their responsibilities and are competent to work and we hold everyone accountable for their behaviour.
- We have channels of communication to encourage all employees and their representatives to contribute to improvements in our quality performance.
- We use plans and objectives to help us improve our performance. • We provide sufficient resources to implement this policy in full.



Review

This policy shall be reviewed on an annual basis and as and when necessary to reflect changes in relevant legislation.

D Steele

Danny Steele
Managing Director
S&M Cleaning & Support Services Limited

