

## Quality Policy

A Approved Cleaning Services Ltd provides professional cleaning services throughout South Wales and the South West of England.

The Company is committed to maintaining first-rate quality in its provision of products and services, commensurate with the requirements as defined in the client's specification.

The Company aims to provide defect free goods and services to its clients on time and within budget. A Approved Cleaning Services Ltd operates a Quality Management System that includes aspects specific to the provision of cleaning and support services.

It is the policy of the Company to implement and enforce the quality assurance procedures and policies as defined in the Quality Manual.

This carries the Company Directors unqualified support, and it is a mandatory requirement that all employees comply with the policies and procedures as communicated in the Quality Manual.

The Company has a continuing commitment to identifying key issues relating to Quality Assurance by way of the following:

1. Ensure that clients' needs, and expectations are determined and fulfilled to a standard of excellence which fully satisfies their requirements.
2. Communicate throughout the Company the importance of meeting customer needs and all statutory and regulatory requirements.
3. Establish the Quality Policy and its objectives to maintain compliance with standards.
4. Conduct periodic Management Reviews on the effectiveness and implementation of the Quality Management System.
5. Monitor processes that will lead to continual improvements; to recognise and prevent non-conformance issues.
6. Ensuring the availability of resources.

The Company complies with legislation and regulations specifically related to its business activities.

Above all else, this organisation is committed throughout its operations to the highest quality service.

This Quality Policy is regularly reviewed to ensure its continuing suitability.

Signed..........

Date.....15<sup>th</sup> JANUARY 2025.....

Amanda Jones

Company Director.