

# **QX Services Limited**

## ***Quality Policy***



### **Introduction**

QX Services Limited is a commercial cleaning company providing daily office cleaning, window cleaning & carpet cleaning services and washroom equipment and janitorial supplies to business organisations. It was established in 1991 and employs over 100 people.

Quality is important to us because we value our customers and want to retain their business. We strive to provide our customers with services that continuously meet their expectations. If we fail, we are committed to deal promptly and effectively with any complaint.

We are committed to continuous improvement and have established a Quality Management System that provides a framework for measuring and improving performance.

### **Systems**

We have invested in technology:

To monitor the attendance of our employees on our customers' premises

To record all inspections by managers and supervisors

To record all communications with customers, and

To track all complaints from start, through resolution to the customer's confirmation that the problem has been rectified.

### **Processes and Procedures**

We have the following processes and procedures in place to ensure consistent delivery of our services:

Written specifications for every job are given to each relevant employee

Inspections are scheduled on a regular basis

We make regular telephone calls to customers to check satisfaction

We gather feedback for analysis of satisfaction levels and trends annually

We provide appropriate training to our employees

We have formalised procedures for ordering equipment and materials



## **Measurement**

We have the following processes and procedures in place to meet our policy of continuous improvement and customer satisfaction:

Regular management reviews

Regular evaluation of new products, machinery and methods of work

Annual review of every employee's performance

Monitoring of customer complaints

## **Communication**

We ensure that all employees have copies of our policy when they join us and that a copy is always available at each site at which they work. Our customers have access to our policy through our website. We also expect all our suppliers to have their own policy and for it to have a similar philosophy of continuous improvement and customer satisfaction.

## **Responsibilities**

Though the managing director is ultimately responsible for Quality in our company, all employees have a responsibility within their own areas.

## **Review**

Our policy is reviewed every year in January but its effectiveness is measured during our day to day monitoring of our QMS and any changes are made and communicated as necessary.

## **Signed**

A handwritten signature in black ink that reads 'Les Beaumont'.

**Les Beaumont**  
Managing Director

January 2008  
Reviewed: 13/01/2009