

## QUALITY POLICY STATEMENT

Ultimate Facility Management provides a professional service for customers seeking professional cleaning service solutions.

The Company will create a total quality culture that underpins all our activities on a day-to-day basis.

The mechanism for driving the quality culture is the achievement, maintenance & improvement of:

### **'ISO14001: 2000 – QUALITY MANAGEMENT SYSTEMS'**

- ❖ The Company aims to deliver a quality service to its customers, focusing on the speed of response to initial enquiries and the provision of high-quality service. These areas will be continually measured through our customer satisfaction programme.
- ❖ The Company will establish both corporate goals and specific operational targets for service delivery. These targets will be communicated to relevant staff and will be measured for achievement.
- ❖ Target achievement [or otherwise] will be reviewed by senior management at our quarterly management review meetings.
- ❖ The Company will support this programme through fostering & promoting a culture of continual improvement & reward.
- ❖ This policy will form part of the new employee induction, plus the QA Objectives presentation. The suitability of this policy will be reviewed at least annually by the undersigned for its ongoing impact & relevance.

Signed:



Denis Sansome

Managing Director

Date:

1<sup>st</sup> September 2024

Review Date:

1<sup>st</sup> September 2026