

# Ideal Cleaning Services Limited

## Quality Policy Statement

Ideal Cleaning Services Limited recognise that the provision of a consistently high standard of service is the keystone to our success, reputation and the total satisfaction of our customers.

We will constantly strive:

- To set an outstanding quality of service and to set the highest possible standards within the Cleaning industry.
- To identify objectives across the business aimed at continual improvement of the Quality System and enhancing customer satisfaction.
- Business objectives shall be reviewed for effectiveness and suitability against the established known expectations and where required, re-established or appropriate corrective action taken to achieve the desired results.
- To be resourceful and innovative in meeting our customer needs and expectations.
- To be open to new ideas and adaptive to change.
- Business objectives shall be communicated and understood throughout the organisation.
- To set achievable targets for our staff and sub-contractors.
- To apply consistent standards throughout.
- To provide error free projects, on time and within budget.
- The achievement of high quality and consistency calls for a systematic and disciplined approach by all employees in all activities associated with the customer's requirements according to the principles of quality assurance and in compliance with ISO9001:2015.

Above all, we will always remember that our customers are the very purpose of our business and that our employees and standards of work are the means to satisfy those customers.

This statement represents our commitment on behalf of the company, to the Quality Policy.

For and on behalf of Ideal Cleaning Services Limited

P R Taylor



Group Managing Director

Reviewed 03-18