
5.3 Quality Policy

It is the policy of DOC Cleaning Ltd to provide our customers with an on time, fault free and reliable service at a competitive cost.

To achieve this objective, it is essential that the Quality Management System be maintained to ensure its effectiveness. The procedures and practices outlined in the quality manual are there for that purpose and to satisfy the requirements of BS EN ISO 9001:2008.

It is therefore the policy of the Company to:

1. Ensure that all of our services comply with applicable safety and regulatory requirements.
2. Comply with all relevant requirements e.g. customer, statutory and regulatory
3. Maintain and continually improve the effectiveness of our product and service business management systems to conform at a minimum to ISO 9001 Quality Management Standard
4. Continually monitor and improve customers' experience
5. Establish quality requirements for suppliers and sub0-contarctors and hold them accountable to comply.

This QMS is to help us provide confidence to our customers and therefore the implementation and communication of the quality policy is mandatory for all our employees, this is also to ensure staff understanding, implementation and maintenance.

Copies of both the Quality Manual and the Procedures are available for customers to read at any time.

We shall review this policy regularly to ensure it's continued suitably and in-line with our commitment to continual improvement.

Mr Lee Andrews is the Director responsible for the implementation of this policy at head office.

Our Site Manager / Supervisor is responsible for the implementation of this policy when on our customers sites.

SIGNED:



Lee Andrews - Managing Director