

Quality Policy Statement

It is the policy of **DOC Cleaning Ltd** to operate the Quality assurance system that will fully meet the requirements of ISO 9001:2015 and to supply services that are for their intended purpose.

We are committed to ensuring compliance with applicable requirements of the standard, in addition to all statutory requirements, whilst adhering to our company principles. It is the purpose of our policies, and our aim, to ensure that the levels of service we provide are continually improving and for us to provide services that we can be proud of.

We value each and every client and realise that our reputation can only be maintained by ensuring that each project meets – and exceeds all expectations.

It is therefore the policy of the Company to:

- Ensure that our services comply with all applicable requirements, including those of our interested parties.
- Develop a relationship with all customers, built upon a high level of trust and commitment, in order to produce a bespoke service to satisfy their needs.
- Demonstrate a great deal of pride and passion in all aspects of our service and aim to maintain and continually improve the effectiveness of the service offered to our Clients.
- Create strategic partnerships with our Service Partners to establish minimum quality requirements and ensure that they conform to our high levels of excellence.
- Recognise the importance of our people and provide them with every opportunity to progress within the company by engaging with the workforce and providing training to help our staff achieve their aims and reach their full potential.

This Quality Management System helps us provide confidence to our customers and therefore the implementation and communication of the quality policy is mandatory for all members of staff. This ensures that staff fully understand the policy and that implementation and maintenance of all procedures is carried out at all times and in line with the company's vision and objectives.

This policy provides a framework for establishing and reviewing quality objectives, and includes a commitment to continually improve the effectiveness and suitability of the quality management system. We shall review this policy regularly and shall communicate it to any interested party as required.

Whilst the company Chief Executive takes overall responsibility for monitoring the effectiveness of this policy and ensuring that the company commits to continual improvement in quality performance, the successful implementation of this policy requires total commitment from all employees of the business; as such all employees are made aware of their quality assurance requirements and are responsible for the quality of their work.

Lee Andrews, Chief Executive

