



ALEC EPIS CLEANING SERVICES

QUALITY POLICY

Alec Epis Cleaning Services strives to maintain a consistently high level of cleaning service, which is in conformance with contract, mandatory, health and environmental requirements.

The staff of *Alec Epis Cleaning* are aware of the need for good customer relationships to achieve customer satisfaction and *Alec Epis Cleaning* shall strive for a high level of staff satisfaction.

Quality Commitment

Alec Epis Cleaning Services shall allocate adequate resources and facilities to ensure quality of product and service compliance with agreed specifications and also the comfort and safety of staff.

To ensure AEC quality objectives are achieved and maintained, the company has adopted the following strategy:

- (a) Implementation of a Quality Management System based on ISO 9001: 2000
- (b) Monitoring of customer feedback to obtain a measure of the effectiveness of the quality policy.
- (c) An outgoing evaluation of systems will be performed and the quality policy refined to achieve a consistent provision of Quality service that satisfies the customers changing requirements.
- (d) Periodic review of contracts to ensure profitability

Customer Perspective

Alec Epis Cleaning Services regards communication with customers as critical to the effectiveness of the quality system.

Above all else, this organisation is committed throughout its operation to the production of the highest quality service.