

The Mayfair Cleaning Company Ltd.
ESTABLISHED
-1910-

QUALITY POLICY

Introduction

The Mayfair Cleaning Company Limited (the 'Organisation') aims to provide defect free products and services to its customers on time and within budget.

The Organisation believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our clients requirements and to produce finished work that we can justifiably be proud of.

The Organisation aims to achieve the above by implementing a management system that complies with the international standard of good practice BS EN ISO 9001. It also includes a commitment to meet the requirements of our clients, learn from customers feedback, as well as legal and regulatory requirements. Also to continual development of the system and helping to ensure it remains effective.

Purpose

The Organisation operates a Quality Management System that has gained BS EN ISO 9001 : 2015 certification, including aspects specific to the provisions of commercial cleaning contract services.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction.

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
3. Establish the Quality Policy and to set Quality Objectives at relevant functions, levels and processes
4. Ensure that the Management Reviews set and review the Quality Objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources.

Communication

The structure of the Quality Management System is defined in the ISO 9001:2015 Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual. The Organisation complies with all relevant statutory and regulatory requirements. The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

The Mayfair Cleaning Company Ltd.

ESTABLISHED
-1910-

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.



Signed: January 2023

Name: Andrew Prendergast, CEO