



# QUALITY POLICY STATEMENT

## CONTROL TABLE

DOCUMENT REF	AIM-QHSE-QPS
VERSION	2.2
APPROVED BY	James Brown
DATE	1/9/2021

# QUALITY POLICY STATEMENT

AIM Commercial Cleaning Limited aims to provide an excellent and reliable service to our customers in accordance with contractual specifications and requirements. It is the policy of the company to ensure that all services are executed throughout in a manner that sets and maintains a level of quality and service consistent with the requirements and expectations of customers throughout the company.

The company will also strive to continually improve its products, services and processes to enhance customer satisfaction; to achieve this we operate a quality management system to ISO 9001:2015.

The management of AIM Commercial Cleaning are committed to:

- Develop and improve the Quality Management System whilst continually improving its effectiveness;
- Satisfy any applicable requirements such as statutory and regulatory in relation to our operations;
- Customer focus and the enhancement of customer satisfaction throughout.

The management has a continuing commitment to:

1. Ensure that needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction;
2. We consider interested parties within our management system and their interactions;
3. Provide instruction to all personnel to enable them to contribute towards the implementation of this policy;
4. Communicate throughout the company the importance of meeting customer needs;
5. Continue to improve upon its policies and procedure and set objectives and targets for continual improvements;
6. Plan company undertakings and decision-making processes to ensure that integrity and quality of service is not affected by such changes;
7. Ensure the availability of resources to implement this policy.

We shall ensure that all personnel representing the company understand the requirements of this Quality Policy, this includes both employees and sub-contractors who may undertake works in accordance with the portfolio of services offered to our customers.

We shall ensure that this Quality Policy is regularly reviewed in order to ensure its continuing suitability and shall constantly monitor our quality performance as deemed appropriate.

Signed: ***Kola Odetayo***

Position: Managing Director

Date: 31<sup>st</sup> January 2023