



Warehouse & Industrial
Cleaning Solutions

QUALITY MANAGEMENT SYSTEM

Introduction

This document sets out the framework for the development and implementation of a Quality Management System to meet the required service level.

This Policy standard is applicable to all activities undertaken by WICS

Objectives and Commitments

The overall quality objective is to ensure that WICS delivers consistently high service levels.

WICS is committed to implementing appropriate quality management systems and processes to enable the delivery of the highest practicable quality services. We will therefore:

- Clearly understand and document the requirements of our customers.
- Work closely with our customers to achieve our quality objectives.
- To consistently deliver services to the highest possible standards of quality and reliability.
- To provide all employees with the relevant training and support required to achieve company objectives.
- To continually review and monitor company performance and customer satisfaction.

Requirements

- Competency - To ensure all employees are adequately trained, motivated and competent for the job they are required to do.
- Quality Management Responsibility - Senior management is identified with the responsibility for the development and ongoing management of the quality systems.
- Quality failings - Any failings which have/or could have resulted in a non compliance with the expected service levels will be investigated and rectified accordingly.

Assurance

- Quality reviews - Are to be carried out internally, and will be subject to a planned schedule that will audit all the management systems.
- Quality Records - Are to be maintained throughout the Quality Management System.