



## Quality Policy

It is the policy of Crystal Clear Window Cleaning Specialists Ltd to provide reliable and efficient window and industrial cleaning services to the highest possible standards of cost, quality and safety. The management of Crystal Clear are committed to continual improvement, whilst conforming to the company's long term objectives, client requirements, requisite industry codes of practice and to the maintenance of client satisfaction at the highest economic level.

In order to achieve this, the company operates a Business Management System, which includes measurable objectives that are reviewed on a regular basis.

Ultimate responsibility for the operation of this management system rests with the Managing Director.

The Management System ensures that the company can fulfill contractual obligations by;

- Ensuring that all activities that directly affect the quality of service are carried out under controlled conditions.
- Continuous monitoring and analysis of quality indicators, which provide the feedback to enable improvement against clients needs and expectations.
- Providing up to date instructions and training to all personnel together with the promotion of quality awareness.

The Directors ensure that this policy is communicated, understood and implemented at all levels in the company.

Signed: *M Goodyear*

Dated: **March 2020**