

## QUALITY ASSURANCE POLICY INFORMATION

### AIM

To achieve a high standard of cleaning using a proactive quality-check process, and to maintain this process throughout the life of the contract, to ensure consistency.

### QUALITY ASSURANCE

Quality Assurance is important to our business because we value our clients. We strive to provide our clients with services which meet their individual needs and expectations. We are committed to continuous Quality Assurance Process that provides a framework for measuring and improving our performance based upon feedback from our clients.

### TRAINING

Evo have invested in the training of our staff and maintain that this area is vital delivery of a good service to our clients. In addition to Health and Safety, COSHH training, our cleaning operatives undergo a second training programme, carried out on the job, which aims to ensure that they are aware of the correct, most effective, efficient usage of all cleaning tools and materials that they will come into contact with.

### QUALITY CHECK PROCESSES

We have the following processes and procedures in place to ensure consistent delivery:

1. Monthly gathering and monitoring of customer feedback using a 'customer satisfaction survey'.
2. Selection of employees and suppliers of materials and equipment against set rules.
3. Training and development of staff.
4. Risk assessment against each contract.
5. Detailed project management for delivery.

To enable us to meet our policy of continuous improvement and customer satisfaction we have put the following in place:

1. Regular announced and unannounced supervision of premises.
2. Regular refresher courses on procedures, cleaning specifications and care and storage of substances and equipment.
3. System of immediate and recorded managerial intervention in response to client complaints and suggestions.