

Policy: Quality Policy

1. SUMMARY

- 1.1. This policy defines WINNS Services Quality Policy to ensure it meets requirements.
- 1.2. The Operations Director is responsible for implementation and management of the Quality Policy

Rev.	Date	Nature of Changes	Approved By
1	27 February 2018	Original issue.	C Stebbing
2	10 th January 2021	Review	C Stebbing
3	13 ^h July 2021	Review	C Stebbing
4	1st September 2021	Change Mission and Vision Statement	C Stebbing

2. POLICY: Quality Policy

3. Introduction

The Quality Policy is released as a standalone document and is communicated and implemented throughout the organisation.

The Quality Policy of Winns Services is as follows:

THE DIRECTOR OF WINNS SERVICES

It is the aim of WINNS Services to provide, within budget and in the most cost effective manner, the appropriate number of staff motivated, trained in the necessary skills to meet the requirements of the clients, in accordance with the contractual specifications.

It is clear that for the company to be successful in the future it will no longer be sufficient to simply meet the contractual requirements laid out between us and the client but to exceed the level of service expected.

This must be done without incurring unnecessary revenue loss by over-delivery of non-rechargeable services and must therefore be concentrated on the customer experience of what it is like to do business with WINNS Services e.g., we work to our quality objective and include continual improvement of services through contract review. etc.

Being customer focused goes further than simply “meeting the customer’s requirement”. For WINNS Services to be recognised as a benchmark service provider, it will be necessary for all members of WINNS Services to be personally committed to the pursuit of excellence in their own contribution to the delivery of WINNS’s services, our core service outputs or the more peripheral outputs such as visits, audits and admin support etc. It also means that we must all maintain a WILCO attitude to requests for assistance. Achieving this aim will result in a vibrant, efficient and profitable company in which we can all enjoy working.

Our objectives for the quality policy can best be encapsulated in our company mission and vision statement below: -

MISSION STATEMENT

To provide a professional service specific to our client's needs at a competitive price

VISION STATEMENT

Clean, secure and maintain every work space in the UK

TAG LINE

Clean, Secure, Maintain



Signed Date: 01/09/2021

Managing Director