

Facilicom Cleaning Services recognize that a commitment to Quality Management Systems is necessary to achieve the required level of interested parties needs and expectation and every undertaking is implemented through a Quality Management Programme to meet the parameters set by the Standard for National and International Quality Systems requirement. The Policy sets out the commitment by the company for continual improvement of its Quality Management System and ensure effectiveness of its actions in the context of our organisation.

The Quality Management System conforms to the requirements of BS EN ISO 9001:2015.

It is the policy of the Company to exercise all reasonable skill and care in every aspect of its services, through the implementation of Quality Management Systems which shall involve the use of systematic planned and cost effective procedures that determine, assess and achieve quality and value in compliance with the requirements and expectations of the clients requirements and expectations. This policy also includes continual improvements and the need to prevent non-conformities.

The Quality Management Programme laid down in this Manual has the unqualified support of the Managing Director and it is a mandatory requirement that all personnel involved comply with the policies, systems and procedures defined therein. No deviation is permitted without the approval of the Managing Director. All business objectives must be met and these will be monitored for continual improvement and effectiveness. These objectives will be defined at Management Review Meetings and progress reported to company personnel.

The SHEQ Director has the delegated authority and responsibility to maintain the necessary Quality Management Programme and the freedom to recognize and resolve Quality Programmes. The company's policy is to provide services of a standard of excellence which fully satisfy the client's requirements and expectations. The policy also sets out defined lines of communication so the company can meet not only their client's requirements, but also the needs of their staff and other interested parties.

In the case of conflict between Senior Management and the SHEQ Director, the Managing Director, who will be the final authority, will resolve this.

Senior Management will set the policies and quality objectives to ensure the resources needed to maintain its current performance and to achieve continual improvement.



Jan Hein Hemke
Managing Director
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