

Quality Policy Statement

Wetton Cleaning Services Limited is committed to a comprehensive and developing policy of assuring the quality of its service to all clients. In the accomplishment of this aim, our objective is to provide an efficient and professional service, carried out to controlled practices and to standards which are consistently maintained. The business works to and will continue to meet with the requirements of BS EN ISO 9001:2015. Overall responsibility for ensuring that the requirements of the Standard are implemented and maintained lies with myself, supported by our Senior QHSE Manager reflecting the importance with which we view our Quality Management System (QMS).

We believe sustained quality excellence is achieved only by continuous improvement and shall strive to improve the service to our clients by means of structured corrective and preventive action measures. We utilise the information generated by our QMS ensure that our decision making retains a factual base. At the strategic level, the regular review of our QMS and of our customer expectations ensures that our service is always developed with customer needs in mind. The close working relationships between our staff and the customers ensures that our service is continually shaped to meet the ever-changing needs of the industry.

Since our outset, we have given the highest priority to establishing a co-operative and reliable supplier and subcontractor base. Many of those used today have been suppliers to Wettons since our outset and with whom we have developed strong working relationships which work to mutual benefit. All suppliers and subcontractors are selected, approved and their performance monitored in accordance with our strict supplier relationship procedures.

The management at Wettons attach great importance to the contribution which all employees make to the quality of service provided and to the continuous improvement philosophy. Strong leadership ensures that all our personnel have clear goals and Quality Objectives. Our Quality Objectives will be set at the start of each Financial Year and are monitored during each QHSE Management Review Meeting. Our Quality Objectives will be consistent with our QMS and:

- Be measurable.
- Take into account applicable requirements.
- Be relevant to conformity of services and to enhancement of customer satisfaction.
- Be monitored.
- Be communicated.
- Be updated as appropriate.

The Company encourages a policy of open communication and employee involvement to generate an innovative environment and to capitalise on useful ideas. We are committed to the Training and Development of our personnel. Resource and training requirements are regularly reviewed for employees to ensure they are able to play their role in the implementation of this policy and contribute to the overall success of the business.

Total Commitment to a Quality Service



Nicola Holmes
Managing Director

Reviewed: 3rd January 2020