

QUALITY POLICY

The assurance of quality is fundamental for all work undertaken by the company. It will always be the objective of the Company to achieve the highest degree of quality in its products and services commensurate with requirements as defined and agreed in the specification of works.

In order to ensure continuity of performance, Acol Cleaning & Hygiene have established and maintain an effective Quality Assurance Programme through a Quality Assurance audit.

Our Contract Managers monitor all contracts through our audit system.

This Standard is re-enforced by further Superior Management Inspections, which are carried out without notice to our Contract / Operations Managers.

Our audit system has proven to be most effective in achieving the service expected of us and helps to motivate our employees, highlight aspects of safety in the work place and consequently encourages staff to work together more efficiently and effectively to produce the highest quality standards for our Customers.

Acol Cleaning & Hygiene will provide a cleaning service which will enable us to complete the cleaning of all areas of your premises as defined under the scope of the Contract specification and to meet the performance requirements of the agreement.

Our **Service Level Agreement** further details our procedures for providing our products and services and how our policies involve our Customers at every stage.

When any part of our service is subcontracted out we will assume responsibility to ensure all subcontractors so employed will be fully competent in accordance with accepted industry standards or legislated standards. In addition we will ensure that all subcontractors have adequate Insurances including employers & public liability to the levels as stated in the terms of our Contract.

Monitoring Standards

Each Customer Site has a Contract Manager appointed to it - responsible for managing the teams of cleaning operatives and is involved in the first stage monitoring of our standard of cleaning. A cleaning audit can involve the facilities personnel of the Customer should this be appropriate. We have found that Customer involvement in our review process can be effective in achieve our goal. Acol Cleaning & Hygiene use 'Audit & Review' System and operate a minimum standard output of 90% and we aim to 99% at every site where we are engaged.

Audit results are input directly on to our internal audit system by our Contract Managers. Results of audits are reviewed on a monthly basis by the senior management team.

Sites are monitored and audited on a weekly, monthly or quarterly basis – dependent on size, customer requirement and the number of staff involved.

- See Appendix A for example Inspection Criteria
- See Appendix B for example Routine Cleaning Checks
- See Appendix C for example Service Level Agreement

Additional Links to this Document

- Safety in our Method
- Inductions and Training

Customer: _____

OFFICE CLEANING

MONTH: 20.....

 Eg:
1st

ITEM	DAILY	Mo	Tu	We	Th	Fr	Mo	Tu	We	Th	Fr	Mo	Tu	We	Th	Fr	Mo	Tu	We	Th	Fr	Mo	Tu	We	Th	Fr
All carpeted areas	Vacuum clean.																									
All Hard floors	Sweep and wash.																									
Wastepaper bins:	Empty and replace liners.																									
Glass door panels, mirrors:	Remove finger marks.																									
Furniture and fittings:	Wash clean & polish.																									
Cups:	Collect from desks.																									
Kitchen:	Wash Surfaces and Clean sinks.																									
Kitchen Appliances:	Clean exteriors.																									
Back Staircase.	Vacuum clean.																									
ITEM	WEEKLY	WK1				WK2				WK3				WK4				/ WK5								
Pipes and radiators	Wash clean.																									
Window sills and ledges	Wash clean.																									
Skirting and surrounds:	Damp wipe, remove dust.																									
Including sockets / switches	Damp wipe, remove dust.																									
Door plates and handles	Clean and disinfect.																									
Skirting and Surrounds:	Damp wipe, remove dust.																									
ITEM	MONTHLY	MTH1	DATE																							
Tops of filing cabinets	Remove dust.																									
Doors and frames	Wipe clean.																									

Appendix B

Cleaning Performance / Review Form

DATE: _____

BUILDING NAME: _____ / Area: _____

ACOL CONTACT: _____

TOILETS

ITEM		1-100
1	Are the floors free from debris?	
2	Skirtings free from dirt and dust?	
3	Window sills free from dirt and dust?	
4	Pipework free from dirt and dust?	
5	Wall tiles clean?	
6	Sinks free from limescale?	
7	Taps free from limescale?	
8	Plug holes free from limescale?	
9	Toilet bowls free from limescale?	
10	Toilet seats and surrounds free from dust and dirt?	
11	Toilet partitions free from dust and finger marks?	
12	Tops of partitions free from dust?	
13	Mirrors clean and free from dust?	
14	Door handles free from dust and dirt?	
15	Cubicle locks free from dust and dirt?	
TOTAL		
(all items are to hand height)		%

COMMUNAL/OFFICE AREAS

ITEM		1-100
1	Carpets free from loose dirt and debris?	
2	Hard floor areas free from dirt and debris?	
3	Furniture & fittings free from dust?	
4	Glass door panels free from finger marks and dust?	
5	Skirtings and surrounds free from dust?	
6	Lift floors and mirrors free from dust?	
7	Pipework and radiators free from dust?	
8	Window ledges free from dust?	
9	Door frames free from dust?	
10	Kitchen surfaces clean and tidy?	
11	Kitchen floors free from dirt and debris?	
12	Kitchen sinks and taps free from limescale?	
13	Plug holes free from limescale	
14	Tiles/splash back boards clean?	
15	Fridges clean internal/external?	
16	Microwaves clean internal/external (including ceiling)	
17	Hot water boiler drip trays clean?	
TOTAL		
		%

SHOWERS

	Doors clean and free of mist and limescale?	
	Floors clean?	
	Tiles clean and polished?	
	Shower trays clean?	
	Shower edges free from dirt?	
TOTAL		
		%

COMMENTS

HAZARD / SAFETY NOTE
