



PROCEDURES MANUAL

1.3 POLICIES AND OBJECTIVES

1.3.1 QUALITY POLICY

Q One Property Services is dedicated to the delivery of cleaning equipment and property services to our client as agreed by contract at a quality that meets or exceeds our client's expectation in an efficient and timely manner.

This achieved through:

- Identifying all the processes needed and their application throughout the organisation;
- Determining the sequence and interaction of these processes;
- Determining criteria and methods needed to ensure that both the operation and control of these processes are effective;
- Planning and ensuring the availability of resources and information necessary to support the operation and monitoring of these processes;
- Monitoring, measure and analysing these processes;
- Implementing actions necessary to achieve planned results and continual improvement of these processes and outcomes.

Strategies will include:

- We will set measurable, realistic and achievable quality objectives which are reviewed at least annually.
- Monitor progress toward achieving our quality objectives through the use of the Incident / Improvement Report system and monitoring progress of specific plans. The reports and register are reviewed in the quarterly Improvement Review Meeting and preventative actions taken as necessary;
- Perform and provide defect free services and work for all clients;
- Ensure the entire Procedures Manual and management system is reviewed at least annually for continuing suitability.

The integrated management system of Q One Property Services is based on the concepts of the continual improvement process of Plan, Do, Check Act and conforms totally to the requirements as defined in ISO 9000:2015.

This policy and associated procedures will be reviewed in consultation with relevant parties and on the occasion of any changes or amendments to the relevant legislation and/or every twelve (12) calendar months prior to our internal Procedures Manual audit.

Q One Property Services

Director

Signed: _____

Date

25/1/22