

22-021 Quality Assurance Policy			C4 Cleaning Ltd	
			1-2 Chalice Close, Lavender Vale, Wallington SM6 9RU	
Name:	Courtney Hanson-Chambers	Signature:		Date: 01.02.2026
Title:	Director			Review: 31.01.2027

Purpose

C4 Cleaning Ltd is committed to providing the highest level of quality assurance in meeting the requirements of customers, suppliers, and subcontractors. We aim to exceed our customers' expectations with our products and services. Our commitment to continuous improvement is reflected in our Quality Management System (QMS), which serves as a framework for measuring and improving our performance.

Scope

This policy applies to all aspects of our business, ensuring that quality is embedded within our operations. The Director has ultimate responsibility for quality, though all employees contribute to maintaining and enhancing the quality of our products and services.

Policy Details

We support our goal of total customer satisfaction and continuous improvement through a combination of methods, including:

- **Customer Feedback Monitoring**
- We will occasionally request customer feedback to gauge the quality of our work. This may take the form of formal communication (e.g., email request) or informal feedback (e.g., telephone conversations).
- **Customer Complaints Procedure**
- If a customer raises a complaint about any project, we will work to resolve it within 14 days. This process will always involve a Director or Senior Manager. Complaints can be formal (e.g., email or letter) or informal (e.g., phone conversation).
- **Supplier Selection and Performance Monitoring**
- We assess and monitor suppliers based on set criteria. We use a Contractors Vetting Form to ensure the quality of our suppliers. (See separate document **10-001**.)
- **Employee Training and Development**
- We prioritise continuous training for our employees and operatives. Training methods include formal approaches (e.g., Career Development Plans, on-line training, site inductions) and informal methods (e.g., site visits or office discussions).
- **Regular Audits of Internal Processes**
- We engage external health and safety consultants (Safety is the Key) to audit and revise our documentation annually to ensure compliance and effectiveness.
- **Management Reviews of Audit Results, Customer Feedback, and Complaints**
- The Director maintains a direct interest in all quality matters and leads any changes required based on audit results, feedback, or complaints.

Our internal procedures are regularly reviewed, and all employees are involved in ensuring quality is a part of every task.

Duties of All Staff

All employees have a role in ensuring quality is maintained. They must:

- Participate in training and professional development opportunities.
- Provide accurate feedback when asked and contribute to quality reviews.

- Follow internal processes and report any non-conformances or complaints promptly.
- Actively support quality improvements by identifying areas for enhancement within their scope of work.

Non-Conformance and Complaints Register

Purpose: To track, document, and resolve non-conformances and complaints to ensure continuous improvement in our Quality Management System (QMS).

Procedure:

Date	
Reported By	
Description of Non-conformance/Complaint	
Immediate action taken	
Action taken by	
Date of action taken	
Secondary action taken	
Action taken by	
Date of secondary action	
Root cause of the issue	
Changes made/required in the organisation?	
Responsible person for changes	
Verification by	
Closed by	
Date closed	

Tips and things to remember

1. **Customer Focus:** Always listen to customer feedback and address complaints quickly to maintain strong relationships.
2. **Employee Development:** Never underestimate the value of continuous training—keep learning and stay updated on industry standards.
3. **Audits and Reviews:** Regularly participate in audits, reviews, and feedback sessions; they're crucial for identifying areas of improvement.
4. **Documentation:** Ensure all actions, complaints, and resolutions are documented clearly and accurately for future reference.
5. **Supplier Relationships:** Monitor supplier performance regularly to ensure consistent quality and address any issues early on.
6. **Quality Ownership:** Every employee is responsible for maintaining quality standards, so stay vigilant and proactive.

Non-Compliance with this Policy

Any non-compliance with this policy will be taken seriously and addressed promptly. Disciplinary actions for policy non-compliance may include verbal or written warnings, suspension, termination, or referral to appropriate authorities, as deemed necessary.

Policy Review

This policy will be reviewed annually or as necessary, particularly when there are significant changes in the workplace or when legislation requires it.