

Quality Assurance Policy	Fresh Start Eco Cleans	
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Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

1. Regular gathering and monitoring of customer feedback
2. A customer complaints procedure
3. Selection and performance monitoring of suppliers against set criteria
4. Training and development for our employees
5. Regular audit of our internal processes
6. Measurable quality objectives which reflect our business aims
7. Management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed regularly and include all employees. This policy is posted on the Company Notice Board and can also be found in the staff handbook. Though the Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

This quality assurance policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our organisation.

Feedback on actions resulting from quality reviews will be communicated to employees via regular team and/or individual meetings.

*This Policy will be reviewed as and when necessary, for example when there are significant changes in the workplace or legislation requires it.*