



BEE Services

Quality Policy Statement

Management Responsibility

The Policy of BEE Services is to provide high quality, professional services to our Clients that meet their needs and exceed their expectations. Our Quality Management System covers commercial, industrial and domestic cleaning services, the provision of janitorial supplies and the management of maintenance services.

Our aim is to retain satisfied Clients, and attract new business, by carrying out cleaning work to the highest possible standard. Working in accordance with a defined standard (BS EN ISO 9001:2008), our quality system ensures a consistent approach to the provision of our service, thus ensuring we achieve our aim.

We are committed to providing the highest quality training, personal development and guidance, enabling us to retain key staff in order to maintain our organisational goals.

Our quality system is subject to constant improvement, using both internal audit and management review techniques.

Stated Quality Objectives are measurable and meaningful and include:

- Achieving minimum score of 80% on client site audits.
- Retaining key clients each year.
- Individual job specific KPI's (where appropriate) which are set with the client.

Quality Policy Approved: _____

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