

Quality Management Policy Statement

Not Just Cleaning Ltd (NJC)

From a range of empirical studies and direct customer feedback, NJC believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our clients' requirements and to continually deliver services that we can justifiably be proud of.

We shall achieve this by implementing a management system that complies with the international standard of good practice BS EN ISO 9001. It also includes a commitment to meet the requirements of our clients, learn from customers feedback, as well as legal and regulatory requirements.

We have implemented a Quality Management System that meets the requirements of **ISO 9001:2015**. We have held full certification under an UKAS accredited BS EN ISO 9001 scheme since 2008. This ensures that we have comprehensive and effective management processes in place to deliver the service in a consistent manner. Part of our quality management procedure includes internal auditing for non-conformances with resultant quality reports detailing corrective, preventive and improvement actions.

In doing so we shall use all forms of formal and informal feedback for continual development of the system and helping to ensure it remains current and effective.

We recognise that it is only by providing an outstanding service that we will achieve our aims of long-term success and sustained improvements.

All personnel within the company are responsible for the quality of their work and we drive this through our 'Quality starts with me' programme, which in conjunction with our Quality Management process, is the foundation of the NJCDNA, a commitment to deliver industry leading service standards, with an insatiable appetite to go the extra mile.

The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards.

Feedback not Criticism

No organisation likes negative feedback but at NJC we see this as a learning opportunity, and we use such feedback to improve our service delivery. By publishing the actions and service improvements we have taken as a result of complaints and comments, we can demonstrate we are a 'listening and learning' organisation that welcomes customer feedback. We use our management system to allocate a unique number for all service observations and use this to track evolution of the customer contact and we have found that customers welcome the opportunity to be heard and also be responded to, timely. System automation allows us to offer high degrees of integrity in the management and response to customer feedback

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System.

Our HSEQ lead Manager is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status and effectiveness.

We shall achieve our objectives by the following management principles and behaviours:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers and communities in which they operate as well.
- Achieve our commitments for quality, cost, and time management
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management
- Drive continual improvement and innovation based upon efficient business processes, well defined measurements, best practices, and customer surveys
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment
- Identify, achieve and sustain industry accreditations that evidence our qualitative ambitions
- Achieve our commitments outlined in our health and safety, environmental, sustainable procurement and wellbeing policy and our ESG strategy


We also recognise to achieve this through our operations we have:

- A duty to co-operate and collaborate with other employers when we work at premises or sites under their control to ensure the continual qualitative standards of all those at work; and
- The participation and co-operation of all employees, contractors and sub-contractors is vital to the success of this policy.

NJC Directors have been directly involved in the development of this policy statement and they will ensure it will be regularly reviewed and updated as necessary. The Management team endorses these policy statements and is fully committed to their implementation.

The Policy, processes and procedures are verified by Internal Audit, site inspections and process monitoring. These measures are used to monitor quality processes to determine that planned results have been achieved. Audit nonconformities and their associated corrective actions are recorded on Audit Report Form MF04, see Internal Audit Procedure MP10.

This Quality Policy Statement is communicated throughout NJC and is publicly available to interested parties.

Signed:  **Date Created:** October 2023 **Expiry Date:** October 2024