

## Quality Policy Statement

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The scope and extent of this documented Quality System, applies to

**In-Depth Managed Services (IDMS)  
&  
Incredible Window Cleaning Ltd,**

**For the: Provision of contract cleaning, industrial and window services for business and commercial premises.**

Our aim is to ensure our customers are completely happy with the service and work standards that we provide.

Top management are committed to continual improvement of the performance of the business.

This policy will be achieved through the operation of a formal Quality Management System; to ISO 9001: 2015, the deployment of trained and experienced staff, commitment to continual improvement, and careful attention to detail.

The Chairman will ensure throughout that adequate resources and facilities are provided when and where needed.


Responsibilities of key personnel have been defined and are documented in this manual and the supporting operating procedures.

The Chairman – **Peter Roach** is committed to and actively participates in the principles of Quality Management and delegate's responsibility for maintaining and reporting on the effectiveness of the Quality Management system to the Quality Manager/ Director – **Darran Yates** who is also responsible for compliance and Health & Safety and Environmental. Key roles of individuals are shown in the organisation chart and job descriptions.

The company is committed to:

- Satisfying applicable requirements (including both customer & legislative).
- Continual improvement of the QMS.
- Setting Quality Objectives and appraising within the Management Review.

Signed:

  
Peter Roach  
Chairman & Chairman

Date: 15<sup>th</sup> June 2018