
Platinum Facilities & Maintenance Services Ltd

Quality Policy Manual

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QUALITY POLICY

The company has developed an integrated management system to control the quality of the service provided at all stages from planning to the completions of the service delivery process. These procedures and processes apply to our staff, suppliers and sub contractors and the company believes in monitoring outputs to share and discuss with our customers. The Platinum Facilities management system provides a framework for establishing and reviewing objectives and is communicated and understood throughout the organisation.

The management system will permit flexibility where appropriate, it will recognise the Client's own procedures and requirements, but will not compromise on quality or health and safety.

All staff undertaking works will be inducted before commencing and assessed for competency for the tasks they are responsible for performing.

It is our policy to purchase materials and bought in services from the Platinum Facilities approved Supplier and Sub Contractor Register. All suppliers and sub contractors are vetted and must demonstrate achievement of acceptable standards to be added to, and remain on, the approved register.

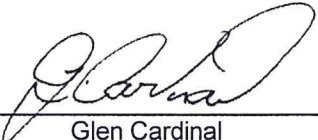
Where required and authorised by the Client, we will purchase from outside our approved register but will always check where possible that key issues such as insurances, quality management measures and registrations etc are valid and adequate.

Work planned and performed will be monitored by our contract management and our Operations Directors and include frequent visits and inspections. Additionally, our Account Manager's will personally liaise with the Client, to gauge satisfaction and determine that those requirements are being met.

In certain instances a Quality Plan may also be produced which will contain details of all procedures and instructions and specific requirements for the contract.

Whilst the responsibility for quality rests with everyone involved in the contract process, principally this will lay with our Engineers and our Account Managers supported by our Operations Directors who will all directly be involved with the contract, and ultimately our Managing Director

There is a commitment to continually improve the effectiveness of the business and the management system, as such there is an ongoing review process to ensure its continued suitability.

Signed: _____ Managing Director

Glen Cardinal

Date: 12 December 2013