

# QUALITY MANUAL

## VERSION 1

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## **INTRODUCTION**

This document is the Quality Manual (QM) of Evergreen, the Cleaning Co Ltd. It is the property of Evergreen, the Cleaning CO Ltd and is a controlled document.

The purpose of the QM is to provide an overview of Evergreen, the Cleaning Co Ltd, the activities it carries out and the quality standards of operation it conforms to. It is not designed to act as a procedures manual, although it does carry information about where procedures information is located and the detailed information on Documentation Requirements for essential procedures e.g. document control, control of records, control of non-conforming product; internal audit and corrective/preventative action (please see Procedures Log).

## **THE ISSUE STATUS**

The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this Quality Manual.

When any part of this Quality Manual is amended, a record is made in the Amendment Log shown below.

The Quality Manual can be fully revised and re-issued at the discretion of the Management Team.

Please note that this Quality Manual is only valid on day of printing.

<b>Issue</b>	<b>Amendment &amp; Date</b>	<b>Initials</b>
1		

The documents shall be controlled as an essential element of demonstrating compliance. Evergreen, the Cleaning CO Ltd has established and maintained documenting procedures to control all documents and data relating to the requirements of this standard. A master file of all relating documents is kept. Records of all documents will be maintained and archived for three years.

## **THE QUALITY POLICY**

It is the policy of the company to maintain a quality system designed to meet the requirements of ISO9001:2008 in pursuit of its primary objectives.

The company's Quality Manual defines our quality objectives and key procedures.

### **Customer Service**

This is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed and is subject to annual audit.

The requirements of the company's quality system are mandatory and all company personnel have a responsibility and obligation to it.

Quality control is key to Evergreen to operate as a responsible ethical company. We cannot maintain our excellent reputation without conforming to and enhancing acceptable standards whilst acting in a professional manner. This has been achieved over a period of time and demonstrated by the number of repeat and extended contracts. Our quality control policy is rigid and ensures a good standard is maintained at all times with all personnel involved driven to succeed. The Managing Director meets all Clients quarterly to ensure full satisfaction and best value is achieved.

### **Management**

The quality achieved will ultimately be the responsibility of the Managing Director and Contracts Manager, both have a duty of care to our clients and staff and take the form of a proactive approach. The Management will ensure all procedures and policies are

adhered to and complied with, this bears a direct result on the company's performance. Continuous reviews are undertaken to improve work programmes and make any agreed necessary changes within the specification to take into consideration the Client's needs. Full support is given to Supervisors including guidance to ensure their role is also proactive.

### **Supervision**

Evergreen ensure only well qualified Supervisors are appointed on Client's premises. A full training programme is given and recorded on training records kept at Evergreen office; there are opportunities for further training and development. Evergreen hold an annual seminar for all of our Area and Site Supervisors. This seminar covers all aspects and improvements the company wants to implement and a handbook is provided to each Supervisor in order to help them with their complex role. Supervisors are responsible for day to day running of the site and are therefore key to the success of the contract. Good communication with the Client ensures flexibility with the Client's needs and takes into consideration any additional requests. Full understanding of the specification is significant within the Supervisors training. Inspection is carried out by the Contracts Manager, Area Supervisors and Site Supervisors.

### **Inspection**

Quality control is achieved by a series of inspections and reports. Quality control is centrally monitored by results of a detailed monthly assessment carried out with the client on a pre arranged date .The results highlight details and improvements to work programmes, copies of these reports are compared and discussed with our Contract Manager and Area/Site Supervisors. The report categorizes rectification work if required .Daily inspection will be carried out and recorded by onsite Supervisors using a tick list system. All inspections are carried out not only looking at the cleaning standard and include pointing out any hazards or unsafe practices. Advice is also given on improvements that can be made to enhance the fabric of the site.

### Grading

The site is graded out of ten, the grade achieved is decided by the client who will sign and receive a copy of the report. The contract standard is 7, if the grade is lower an action plan would be put in place and an agreed period of time to complete it with the Client. The Contract Manager will document and sign off the relevant tasks to the Client's satisfaction. Evergreen Management monitors all grades attained to ensure consistency to the standard and the service provided.

A review of all policies is undertaken annually to ensure that Evergreen is providing the best possible service and best value. We have a commitment to our clients and this remains our prime directive.

Stephen King  
Managing Director

### **OVERVIEW OF Evergreen, the Cleaning Co Ltd**

Evergreen is a family run contract cleaning company formed in 1991. Our company has enjoyed steady expansion to our current level of turnover by providing a quality service and is proud of its excellent reputation. This has been achieved over a period of time and is demonstrated by the number of repeat and extended contracts.

Our contract approach is proactive and flexible, working with our clients closely to deliver high standards. We have the necessary experience and technical ability to work to a multitude of specifications and remedial cleaning solutions to all types of flooring. Many of our contracts are with Hertfordshire County Council and Harrow Council and comprise of primary and secondary schools, along with non education contracts.

We have a wide range of contracts with varied specifications and are flexible in terms of customer requests that fall outside of basic specifications. We are currently contracted to clean six secondary schools in Watford, St. Albans, Cheshunt and Stevenage. We are also contracted to clean libraries, fire stations, day centres and council office accommodation in Hertfordshire and Harrow.

With a varied client base it is essential therefore that our clients' needs are fully understood and this is achieved and conveyed to our staff

## **THE SCOPE OF REGISTRATION**

A contract cleaning company.

## **EXCLUSIONS**

Clauses 7.3 – Design and Development and 7.6 – Control of Measuring and monitoring equipment.

## OUR QUALITY OBJECTIVES

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, we have identified the following Quality Objectives.

- \* We will endeavour to provide a quality service.
- \* We will endeavour to provide excellent and direct communication.
- \* We will endeavour to deliver our services to specification.
- \* We will endeavour to deliver our services on time.
  
- \* We will endeavour to provide up to date and detailed training to all our staff.
- \* We will endeavour to provide all our staff with the necessary equipment, machinery and materials in order for them to carry out their cleaning tasks.
  
- \* We will endeavour to deliver our services to the price quoted.
- \* Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.
- \* We will conduct our business in an ethical and professional manner.
  
- \* We carry out monthly quality inspections, in order to check all cleaning tasks are being completed. If any small issues or problems arise, these are noted on the report. These are then corrected, checked and signed off by the client.
- \* We will endeavour to satisfy our clients' requirements and get things right first time.
- \* Should we make a mistake, we will admit it and put things right as soon as possible or within a timescale agreed with the client.

### **MANAGEMENT RESPONSIBILITY**

The management structure of Evergreen is shown as an organisation chart (see **Appendix**) the chart shows functional relationships and responsibilities.

Management ensures:-

That the ongoing activities of Evergreen are reviewed regularly (via monthly inspection reports) and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process. This is then checked and signed off by the client.

Measurement of our performance against our declared Quality Objectives.

That employees have the necessary training, specifications and equipment/machinery/materials to effectively carry out the work.

That internal audits are conducted regularly to review progress and assist in the improvement of processes & procedures.

Full management reviews are held at monthly meetings which have a set agenda and recorded minutes.

In addition to these meetings, the customer services team hold weekly planning and review meetings to ensure all sites are running smoothly and that clients are happy with the service and standards.

All monthly quality reports are audited and reviewed regularly in order to identify any patterns in problems and corrective action implemented.

We have a designated Management Representative(s) who is responsible for the maintenance, measurement and review of our Quality Management System – Natalie King, Office Manager. All levels of personnel are committed to providing high quality service to customers and have a shared responsibility for the control of non-conforming products and corrective/preventative actions.

## **RESOURCES**

### Human Resources

All employees have the training and skills needed to meet their job requirements.

All Managers are set performance targets which are monitored on an ongoing basis to identify error percentages and training/development needs. This is done by close monitoring and auditing of Quality Control Reports. This highlights any patterns in problems and corrective actions can be implemented.

Our human resources are recruited under three main areas:-

1. Cleaners
2. Customer Services/Office Staff
3. Site and Area Supervisors / Managers

1. Cleaners are given a full induction and trained as part of a 13 week plan which ensures understanding of all policies, ensures correct use of machinery, chemicals and equipment and to only undertake instructed tasks.

A training form is used to identify and monitor each employee's requirements.

See appendix 2 for copy of training form.

2. Customer Services/Office Staff are given a full induction and trained as part of a 13 week plan which ensures understanding of all policies, ensures correct use of machinery, chemicals and equipment. Training is given to gain full knowledge and overview of the company. Mentoring from the Office Manager is provided on an ongoing basis.

3. Site and Area Supervisors / Managers are given training in-house and spend a day working in each of the other departments to gain full knowledge of the company. Mentoring from the Managing Director is also provided. They also follow the full training given to Cleaners – this ensures a wide understanding. Supervisors and Managers have an in depth training session with the contract managers, who trains them alongside the Supervisors Handbook. This is a full guide to their duties, which provides guidance in each aspect of their job.

Supervisors attend monthly meetings with the Contracts Manager to discuss the Quality Reports in order to check and monitor standards of their work. This acts as a way for the Contracts Manager to complete an appraisal for the Supervisor.

All employees receive training on Health and Safety issues and we have appointed First Aid Coordinators. Site File 2 contains all of our policies and this is located at every site. Employees are trained annually on Health and Safety and can refer to this site file for further information if required.

### Infrastructure

All of our administration is conducted at our Head Office. This includes:-

Management of financial matters

Handling of client orders

Handling of stock orders

Personnel records

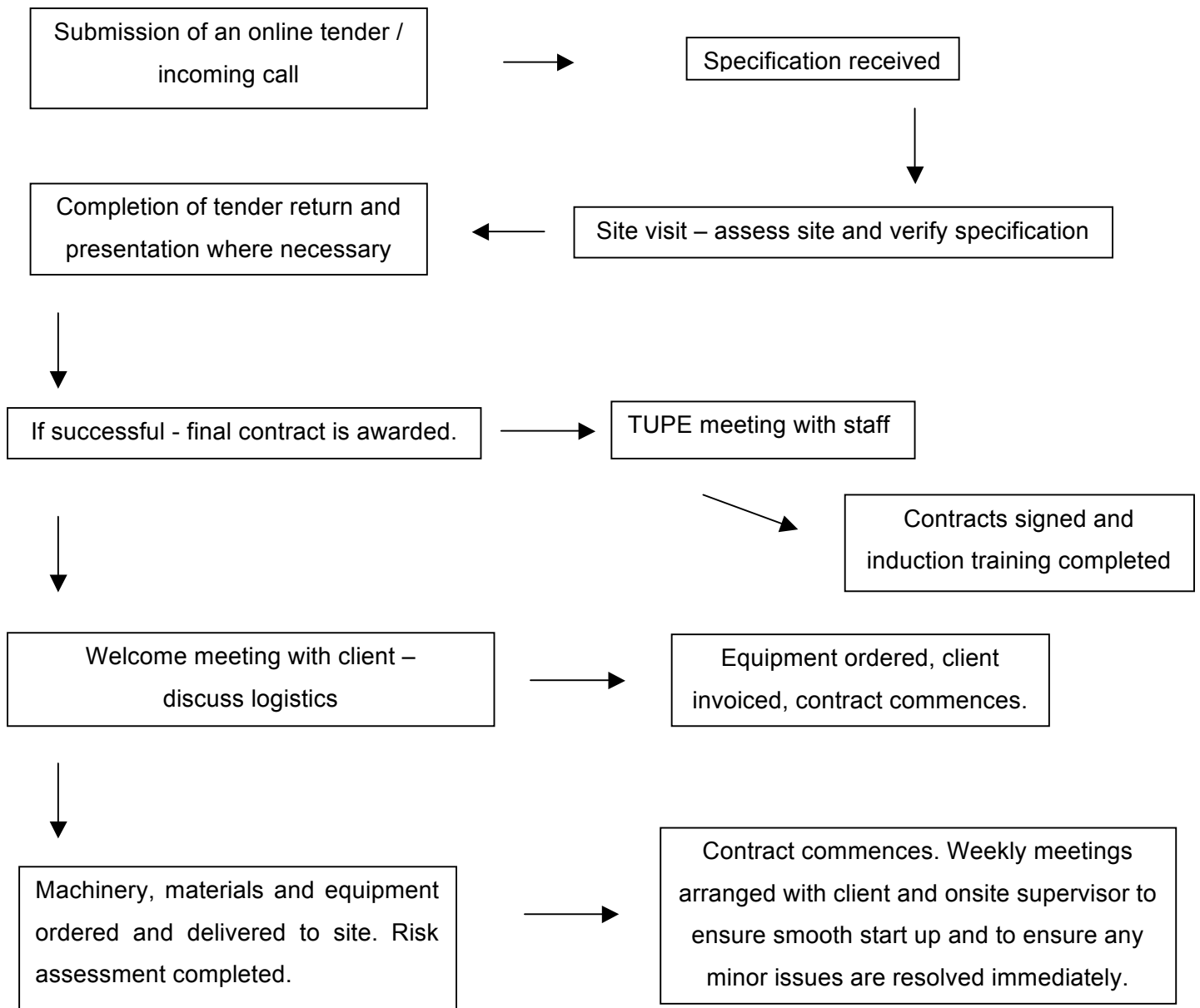
We use a number of software programs which are backed up on a weekly basis on external hard drives. All back-ups are taken off site and are regularly tested.

Our other software systems are maintained by an external supplier under a Service Level Agreement (SLA) and are also backed-up.

We have an environmental policy which assists us in the management and disposal of waste materials in line with current legislation. Evergreen will ensure that environmental priorities are integrated into the decisions it takes on all its services.

## PRODUCT REALISATION - Planning of Product Realisation

Evergreen is responsible for both the planning and delivery of its services. We work closely with our clients to specify their requirements and have a comprehensive product realisation process on which all of our client related procedures are based. The example below shows our core Product Realisation Process in relation to new clients:-



### **Product Realisation Processes contd...**

#### **NOTES:**

- Careful and close liaison with the client at all stages of this process ensures that a quality service is provided. Therefore any minor issues can be dealt with immediately and actions put in place to ensure they do not rise again.
- All clients are met on a weekly basis by the onsite supervisor and monthly by the Area Supervisor/Contracts Manager. A Quality Control Report is completed. Any rectification work is checked, signed and dated by the Client. This enables us to monitor cleaning standards. Any patterns in rectification work are identified by the Office Manager who regularly audits these monthly Quality Control Reports. The Office Manager may suggest actions to implement to ensure these patterns do not reoccur and to make sure they are rectified immediately. It may mean further training of the staff is required.

### **Product Realisation Processes contd...**

An important element of our Product Realisation process is the effective management of our stock. (See Purchasing)

### **Complaint Management**

As part of our ongoing commitment to customer service, we have a policy of dealing with all Customer complaints to the satisfaction of our customers.

Each of our clients has an assigned Supervisor or Contract Manager who is responsible for handling any complaints at the first point of contact. Should the Supervisor or Contract Manager be unable to resolve the complaint to the clients satisfaction, our escalation procedure means that it is then referred to the Office Manager and then the Managing Director.

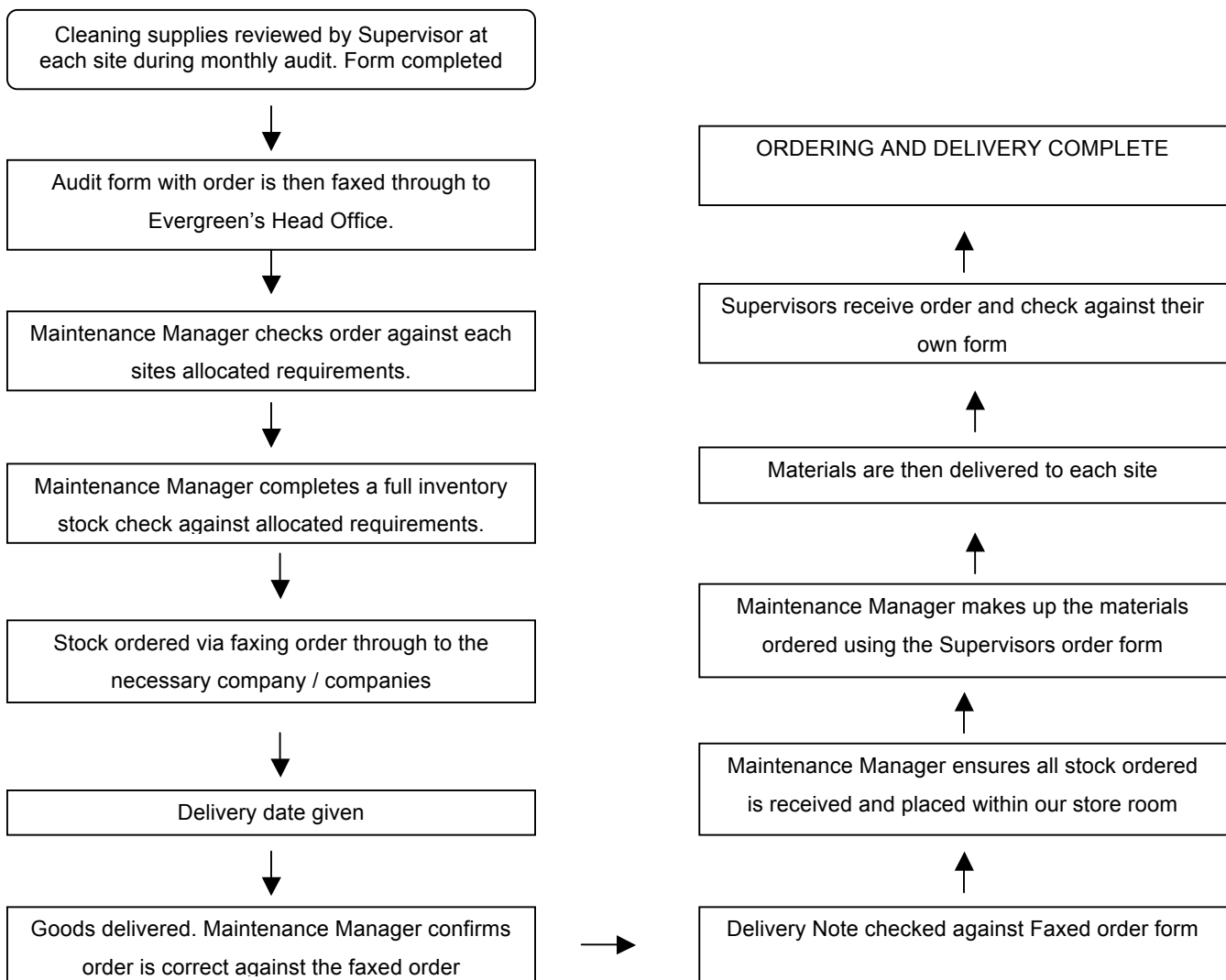
We recognise that despite having robust quality control procedures in place we may still encounter problems which generate complaints and we ensure that in such cases records are kept (including any correspondence).

## **Purchasing**

Our purchases are made via the use of Purchase Orders (POs). Supplier invoices are checked against POs before being authorised for payment.

Our Maintenance Manager controls the levels that we buy based on a weekly stock check.

Our process below describes how we manage stock from its delivery to despatch:-



### **NOTE**

Any additional materials required by Supervisors that are over their allocated requirements have to be authorised by the Managing Director. Further training maybe required in order to show employees how to use chemicals and materials and by what quantity.

### **MEASUREMENT, ANALYSIS AND IMPROVEMENT**

#### Client Satisfaction

We believe that client satisfaction is an effective way of measuring the performance of Evergreen, the Cleaning Co Ltd.

To do this we maintain close contact with our clients by visiting them on a regular basis and completing our quality audit reports with the client.

The feedback we receive from our clients helps us to identify any corrective action(s) that may be required to ensure that our customers are satisfied with the service levels that they are receiving.

#### Performance Review

We review our performance as part of a continuous review of Management Information (MI) reports. Management meetings are held on a monthly basis and targets are set for individuals.

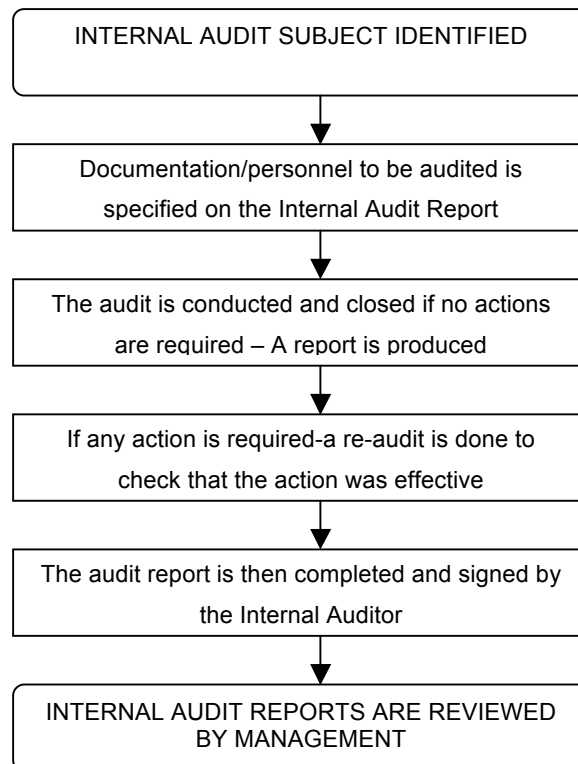
These reports provide us with detailed analysis of our activities including sales, operational errors, staffing issues and stock levels.

These reports help us to assess whether we are meeting our performance targets and provide us with month on month business performance benchmarking information.

## Internal Audits

Internal audits are carried out regularly as part of our MI reporting. We also audit our business processes and the findings of these audits are reported in our monthly management meetings.

The internal audit process is as follows:-



Management agrees the audit schedule and feedback on each audit is reviewed with our ISO9001: 2008 accrediting body, the British Assessment Bureau, as part of our annual audits.

# INTERNAL AUDIT REPORT

Version 1  
1/9/2010

Date: / /

Audit: Open  Closed

Area or Procedure to be Audited:.....

Auditor: .....

Documentation Reference: .....

Departmental personnel:.....

## PART A: OBSERVATIONS

.....  
.....  
.....  
.....

## PART B: ANY DISCREPANCY IDENTIFIED

.....  
.....  
.....  
.....  
.....

## PART C: PROPOSED CORRECTIVE ACTION

.....  
.....  
.....  
.....

To be completed: / /

CORRECTIVE ACTION VERIFIED AS EFFECTIVE: Yes  No

SIGNED (AUDITOR): ..... DATE COMPLETED: / /

### **Procedures Log**

Preventative/Corrective Action and Control of Non Conforming Product

Our detailed logging in and out of all stock means we can quickly trace any potential non-conforming product(s).

### **Document Control**

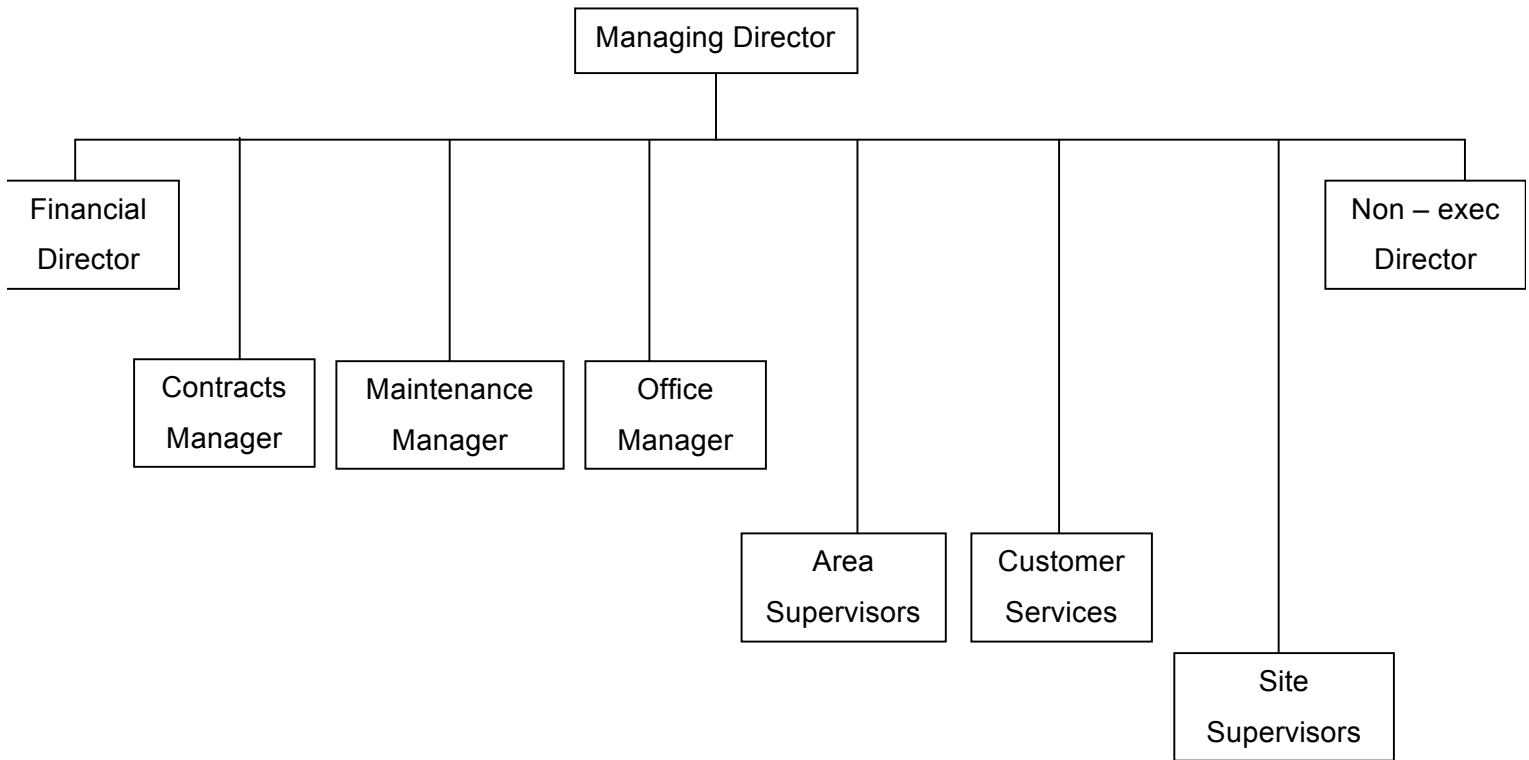
Where necessary, documents are controlled by a coding system (i.e. Stock records and locations).

### **Control of Records**

All customer records are held in hard copy/electronic files. Financial information is retained for the legally required period.

Ends.

**Appendix 1 – Organisation Chart**



**Appendix 2 – Training Form**

**TRAINING RECORD**

NAME ..... SITE ..... DATE .....

PHASE 1 CLEANING

**TICK EACH COMPLETED SECTION**

**A - ADMINISTRATION**

- APPLICATION FORM
- SPECIFICATION
- SITE PLAN/AREA
- SAFEGUARDING POLICY
- HEALTH & SAFETY POLICY
- RISK ASSESSMENT POLICY
- COSHH POLICY
- RISK ASSESSMENT POLICY
- TERMS AND CONDITIONS
- ACCIDENT RECORDING
- EMERGENCY PROCEDURES
- FIRE EXITS AND EVACUATION
- SECURITY VETTING FORM
- LONE WORKER POLICY

**B - SECURITY**

- KEYS - SUPPLIED
- ALARM SYSTEM

*I have read, understood and agree to the above.*

Signed .....

**CHEMICALS**

- COSHH POSTER
- FURNITURE POLISH
- FRESHALOO/LOOCARE/3 WAY TOILET
- TRIPLE FRESH
- FINAL TOUCH
- GRAFFITI REMOVER
- GLASS CLEANER
- TD30/DESCALER
- CHEWING GUM REMOVER

**PROCESSES**

- SWEEP/VAC HARD FLOORS
- SPOT CLEAN/WASH FLOORS
- VACUUM CARPETS/MATS
- FURNITURE CLEANING
- FLOORS BUFFING
- TOILET CLEANING
- OTHER
- OTHER

**C - FIRST AID**

- FIRST AID COORDINATOR
- FIRST AID BOX/FACILITIES

**D - HARDWARE**

- DUST CONTROL SWEEPERS
- BROOM, DUSTPAN & BRUSH
- STANDARD MOP BUCKET
- STANDARD MOP
- KENTUCKY MOP BUCKET
- KENTUCKY MOP
- COLOUR CODED EQUIPMENT

**E - SUPERVISORS**

- SITE FILE 1 & 2
- HAND BOOK
- OFFICE TRAINING
- SEMINARS
- RECRUITMENT POLICY
- ACCIDENT BOOK

**MACHINERY**

- VACUUM CLEANER
- STANDARD SPEED BUFFER
- HIGH SPEED BUFFER
- WET VACUUM CLEANER
- SCRUBBING MACHINE
- CARPET CLEAN MACHINES

**PHASE 2**

- SCRAPERS, EDGING TOOLS
- FLOOR STRIPPER
- FLOOR POLISH
- CARPET SHAMPOO
- FLOOR SEAL
- FLOOR CLEANING PADS
- OTHER
- OTHER

ALL IN ACCORDANCE WITH BICS TRAINING MANUAL

EMPLOYEE NAME ..... SIGNED ..... DATE .....

SUPERVISOR ..... SIGNED ..... DATE .....