



Quality Assurance Policy Statement

We at Office Facilities Services are committed to providing a high quality service to our clients. Orders placed with ourselves will be completed efficiently and professionally to client's specific needs.

The ultimate of the quality management system is to ensure that our customers expectations for quality and service are achieved and wherever possible exceeded, resulting in improved levels of customer satisfaction and enhanced reputation for the company.

Overall administration of the quality management systems is undertaken from our Glasgow based office which also provides centralised control of supplier / sub contractor evaluation, asset management, company vehicles and the company based IT management systems. Control of operational matters and operational documentation is the responsibility of nominated project managers supported by trained and competent site supervisors and service engineers.

Procedural documentation defining the requirements of quality management system is made available to all personnel responsible for its implementation either by electronic means or as a physical media and is subject to review to ensure its continued practicality and compliance with the standard.

The management ensures that objectives for improvement are set and progress towards their achievement measured. An annual review of the information generated by the quality management system pertaining to the performance of Office Facilities Services Ltd is undertaken to ensure that the system is sufficiently resourced and supported to enable the company's aim of a continual improvement in the system and in the company performance standards to be achieved.

In consideration of their specific needs, clients customised work loads are agreed from the outset of contract agreements, planner and or Microsoft project programme controlled, overviewed and updated through out the contract as required to suit varying work place specific issues incurred whilst progressing works.

Arrangements and procedures for order progress:

1. Orders will be processed and correctly implemented 1st time.
2. Orders will be completed within time scales to agreed planner programmes as order defined.
3. Material specification agreed will not be changed without consultation prior to delivery.
4. We communicate openly and freely with the customer regarding the order.
5. Queries and problems are dealt with courteously and effectively.

Signature: Jim Mowat

Date: 12th June 2016

Director: Jim Mowat