



PROGUARD CENTRAL SERVICES QUALITY POLICY STATEMENT

Proguard is dedicated to the quality policy statement and will ensure that are service and products meeting the clients requirements.

Proguard has always maintained high level of customer satisfaction and offers great support to all staff in order to maintain this high level of achievement and takes customer complaints very seriously and review contracts monthly or more frequent if required in order to stop further complaints and maintain a high standard of work and customer client relationships.

Proguard also trains each individual staff in all areas of cleaning and chemical knowledge; we also update staffs training if new products or chemicals are released.

To maintain full customer's satisfaction we follow the below guidelines:

Ensuring we know the customer's needs and requirements.

Ensuring all staff understand their jobs and roles.

We aim to provide a quality first service first time and every time.

We as a company will review this statement on a quarterly basis to ensure all staff and clients are up to date with this statement.

1. Identifying customer requirements
2. Ensuring staff are fully trained
3. Review quarterly

This policy has been approved and authorised by:

PETER PEDLEY

6th November 2014