



Regular Quality Monitoring

The designated site supervisor will be required to undertake a daily visual inspection of all areas of work and take any remedial action as may be necessary. This can be formalised by use of a checklist against which the supervisor or cleaners monitor some of the more important aspects of each individual contract.

The important aspects will often vary from site to site, or time to time, therefore we tailor a different checklist for each section, contract or site, as agreed with our client at any time.

The area supervisor/manager is required to complete a weekly checklist on the standards being achieved and will take any action necessary in terms of supervision and motivating of site staff to ensure the highest standards are maintained. This checklist is a straight forward pass or fail system.

At each visit the area supervisor/manager will also reassess the training needs of the staff and this will be noted on the checklist along with ensuring any periodic duties are completed at the correct intervals. Finally, the supervisor/manager will then audit the cleaning stock held on site and make out an order of what stock will be required in the near future but will also ensure there are sufficient amounts to last till his next visit and the stock order arrives.

A company director will monitor the weekly check list and carry out their own inspections on an ad-hoc basis, together with holding a regular minuted meeting with the clients nominated representative as required by the contract or client contact.

Finally, once a month, all three directors and all relevant staff hold a meeting to formally review the above on all contracts to ensure the company is fully meeting its objectives. This open and frank forum is used to closely examine quality of service generally, standards of cleanliness being achieved and to set continuous performance objectives for the forthcoming period.

These commitments, together with our periodic independent telephone satisfaction survey, will ensure that "Quality of Service" is everyone's responsibility, regardless of size of contract or seniority of staff.

Regional Contract Services

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