

## Policy: Quality Policy

### 1. Summary

- 1.1. This policy defines WINNS Services Quality Policy to ensure it meets requirements.
- 1.2. The Operations Director is responsible for the implementation and management of the Quality Policy

Rev.	Date	Nature of Changes	Approved By
1	27th February 2018	Original issue.	C Stebbing
2	10th January 2021	Review	C Stebbing
3	13th July 2021	Review	C Stebbing
4	1st September 2021	Change Mission and Vision Statement	C Stebbing
5	1st July 2022	Change Mission and Vision Statement	C Stebbing
6	27th February 2023	Full Review	Full Team

### 2. POLICY: Quality Policy

#### 3. Introduction

The Quality Policy is released as a standalone document and is communicated and implemented throughout the organisation.

The Quality Policy of WINNS Services is as follows:

#### **THE DIRECTOR OF WINNS SERVICES**

It is the aim of WINNS Services to provide, within budget and in the most cost-effective manner, the appropriate number of staff motivated, trained in the necessary skills to meet the requirements of the clients, in accordance with the contractual specifications.

It is clear that for the company to be successful in the future it will no longer be sufficient to simply meet the contractual requirements laid out between us and the client but to exceed the level of service expected.

This must be done without incurring unnecessary revenue loss by over-delivery of non-rechargeable services and must therefore be concentrated on the customer experience of what it is like to do business with WINNS Services e.g. we work to our quality objectives and include continual improvement of services through contract length, etc.

Being customer focused goes further than simply “meeting the customer’s requirement”. For WINNS Services to be recognised as a benchmark service provider, it is necessary for all members of WINNS Services to be personally committed to the pursuit of excellence in their own contribution to the delivery of WINNS services, our core service outputs or the more peripheral outputs such as visits, audits and admin support etc. It also means that we must all

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maintain a will do attitude to requests for assistance. Achieving this aim will result in a vibrant, efficient and profitable company in which we can all enjoy working.

Our objectives for the quality policy can best be encapsulated in our company mission and vision statement below: -

**MISSION STATEMENT**

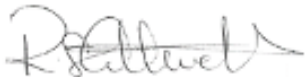
**To provide a professional soft FM service specific to our client's needs**

**VISION STATEMENT**

**Clean, secure and maintain every workspace in the UK**

**Core Values**

**Fair, Inclusive, Respectful, Innovative, Transparent**



Signed Date: 27/02/2022

Managing Director