



Quality Policy

Relyon Cleaning Services is a private UK business, based in Pilning, Bristol. We take pride in providing the highest standard of cleaning services in the UK. We are a well-established business, and our friendly, professional approach to cleaning services has helped establish our reputation as one of the most trusted companies in the industry.

We are committed to consistently provide products and solutions that meet or exceed the requirements and expectations of our customers. We will actively pursue quality improvements through programs that enable us to do our jobs right the first time and every time.

We aim to achieve the above by implementing a quality management system that complies with the international standard ISO 9001:2015. We also commit to monitor the effectiveness of our quality system and to act with integrity to continually improve our operations and to meet the requirements of our customers, as well as our legal and regulatory and any other applicable requirements. We are aware of the impact of climate change and the importance of making our products and operations as sustainable as possible so we can do our bit to mitigate this issue. We will also monitor and continue to develop our quality system to ensure it remains effective. Only by providing an outstanding service and product quality will we achieve our aims of long term success and sustained and sustainable improvement.

The scope of our QMS is "the provision of contract cleaning services and the supply of associated consumable materials"..

All personnel within the company are responsible for the quality of their work. We provide training and have established systems to assist all personnel to achieve the standards required. While we endeavour to consistently meet and exceed our customers' expectations, we have to recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to rectify the situation and to learn from it.

The policy, organisation and procedures necessary to achieve the requirements are described in our quality management system. Quality objectives of the company are agreed annually at Management Review Meetings and reviewed for effectiveness. At these meetings, we ensure that this policy and the quality objectives remain compatible with the strategic direction and the purpose and context of our organisation.

Our Quality Manager is responsible for monitoring the quality system and reports regularly to the Senior Management team on the system's implementation, status and effectiveness.

Daniel Boyle

Managing Director

Signed.....

Dated.....