

QUALITY POLICY

TLC. Hygiene Matters quality policy is built on the foundations of trust and integrity in the relationships we build with our valued customers.

TLC. Hygiene Matters quality management system has been designed in accordance with ISO 9001:2015 ensuring our team have the training and knowledge to continually improve their effectiveness in the delivery of quality workmanship for our valued customers.

Our management team are focused on providing strong leadership to develop the skill base of all our team and to identify any quality risk that make effect the customers overall satisfaction of our agreed quality standards.

We review our standard operating procedures to ensure firstly best practice is being achieved and that task efficiencies are being improved, we involve our team to supply valuable feedback on any changes we make to ensure it is achievable and an improvement onsite.

Our site inspections reports allow us to monitor the quality of work we are delivering to our valued customers and work collaboratively with our valued customers to discuss any areas of concern with any quality standards and agree on the corrective action needed to immediately rectify the areas of concern.

We follow up and investigate any quality concerns raised by our valued customers immediately to determine the cause and discuss a corrective action plan with our team to firstly rectify the issue and then eliminate the cause from happening again.

TLC. Hygiene Matters is committed to delivering our valued customers the agreed quality standards every time we attend to your business, our team are empowered to provide our management with feedback for any shortfall in our promise to deliver the agreed quality standards.

With great open communication we guarantee our quality and service will deliver high standards and a strong trusting long lasting relationship.



Tom Rotumah
Company Director
TLC. Hygiene Matters

Date: January 2024 / **Review date:** January 2026