



SOUTH COAST CLEANING SERVICES

Quality System

*The objective of this Quality System is to ensure
that our business processes exceed the expectations of our customers*

South Coast Cleaning Services is committed to the provision of customer service that exceeds the expectations of our customers. In order to meet this commitment, management and staff are dedicated to the implementation and continual improvement of Quality processes for our customers.

We work closely with our customers to ensure a unified approach to the management of procedures affecting the workplace, the use of plant and equipment and the commitment to a safe working environment.

At the commencement of a contract, South Coast Cleaning Services will approach the client manager to refine the Quality procedures in place. The following process steps will be enabled to support the Quality process:

- The establishment, agreement of a Daily work checklist
- The establishment, agreement of a Quality inspection report
- The establishment, agreement of a procedure for remedial action

The main focus of this process is to ensure South Coast Cleaning Services management and staff, provide a quality service which is more than satisfactory to our valued customer. These procedures will cover the following critical areas of quality assurance, safety and work management:

- **The correct use and maintenance of plant and equipment**
 - Full inspection on purchase of equipment
 - Operations manuals are available on site or in mobile folder
 - Operational instructions and demonstrations provided to staff on inception
 - Procedures for Before Operating, When Operations and After Use
 - Yearly maintenance undertaken as per diarised schedule
- **The correct use, dilution, handling, storage, labeling and disposal of chemicals and solvents**
 - All Material Safety Data Sheets (MSDS) are available on site or in mobile folder
 - Further chemical preparation instructions are available on site or in mobile folder
- **Waste management**
 - Availability and location of waste containers
 - Labeling of waste containers
 - Safety equipment necessary in handling all types of waste
 - Local recycling procedures available



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- **Colour Coded Cleaning**
 - **Red** High Bacteria areas – toilets and urinals
 - **Yellow** General restroom and floor care
 - **Green** Food Service and kitchenette
 - **Blue** General Cleaning – Offices, Hallways, receptions
- **Incident reporting, response and preparedness**
 - Adherence to OH&S responsibilities
 - Understanding of reporting procedures
 - Reporting logs available on site or in mobile folder
- **Review of local furniture and fittings**
 - Defined limits for weight lifting
 - Replacement in correct locations
- **Education and Training of staff**
 - Encouragement of staff to obtain certification
 - Induction on commencement of new contract
 - Regular review of checklists and procedures
- **Monitoring of performance**
 - South Coast Cleaning Services management, monitor quality performance and advise staff of the level of performance
 - Punctuality review
 - Reliability review
 - Appearance review. Uniforms available and maintained; appropriate footwear worn
- **Continuous Improvement**
 - Annual review of Quality procedures
 - Reporting to customer as required
 - Analysis of feedback from customers
 - Provision of South Coast Cleaning Services staff and management with opportunities for improvement