

Quality Management Policy 2025

At Jarrold Facilities Management, we are committed to delivering exceptional quality services to our clients in the areas of contract cleaning and security. We strive to continually improve our processes, exceed customer expectations, and maintain high standards of excellence. This Quality Management Policy outlines our dedication to quality and our approach to achieving it.

Customer Focus:

We prioritize customer satisfaction by understanding their needs, expectations, and specific requirements. We actively engage with our clients, seeking their feedback and incorporating it into our service delivery. Our aim is to build long-lasting partnerships based on trust, reliability, and exceptional customer service.

Continuous Improvement:

We are dedicated to a culture of continuous improvement throughout our organization. By monitoring and evaluating our processes and performance, we identify areas for enhancement and take proactive measures to address them. We encourage employee involvement and foster a learning environment that promotes innovation and the implementation of best practices.

Compliance and Legal Requirements:

Compliance with applicable laws, regulations, and industry standards is of utmost importance to us. We ensure that our contract cleaning and security services adhere to all relevant legal requirements, health and safety guidelines, and industry-specific regulations. We maintain proper documentation, certifications, and licenses to demonstrate our commitment to legal and regulatory compliance.

Training and Development:

We recognize the critical role that well-trained and skilled employees play in delivering high-quality services. We invest in the training and development of our staff, equipping them with the necessary knowledge, skills, and tools to perform their tasks effectively and efficiently. Regular training sessions, workshops, and ongoing professional development opportunities are provided to enhance employee capabilities.

Quality Objectives and Performance Measurement:

We establish clear quality objectives and performance indicators to measure our progress and ensure continuous improvement. These objectives are aligned with our overall business goals and reflect our commitment to delivering outstanding contract cleaning and security services. Regular monitoring, audits, and performance reviews enable us to track our performance, identify areas for improvement, and take corrective actions when necessary.

This Quality Management Policy serves as a guiding principle for all employees

at JFM. We expect each team member to embrace and contribute to the achievement of our quality objectives.

Through effective implementation of this policy, we strive to consistently exceed client expectations, provide a safe and secure environment, and maintain our position as a trusted provider of contract cleaning and security services.

Signed:
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