



## **Quality Policy Statement**

Brothers Cleaning Group aims to provide defect-free products to its customers on time and within budget.

Brothers Cleaning Group operates Quality Control Measures and the management is committed to:

1. Develop and improve the Quality Control Measures
2. Continually improve the effectiveness of the Quality Control Measures
3. The enhancement of customer satisfaction

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the company the importance of meeting customer needs
3. Establish the Quality Policy and its objectives
4. Ensure that the Management Reviews set and review the quality objectives, and reports the results as a means of monitoring and measuring the processes and the effectiveness of the Quality Control Measures
5. Ensure the availability of resources

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Control Specifications. Clients can request the completion of specification checklists.

The company constantly monitors its quality performance and implements improvements when appropriate. This Quality Policy is regularly reviewed in order to ensure its continuing suitability.