

## The quality of our service is measurable not by what we put in but by what the customer gets out:

At Custodian Guarding Company we are able to enjoy a reputation throughout the industry for providing high quality levels of service and customer care. It is our desire not just to maintain those attributes but also to continually improve them. To this end we have made a commitment to a Quality Management System that satisfies the requirements of the SIA Approved Contractors Scheme (ACS).

**In delivering on our commitment to quality we have adopted the principles of:**



- Plan – What to do? How to do it?
- Do – To put into practice what we planned!
- Check – Did we achieve what we set out to do?
- Act – Can we improve on the process for next time?

The Company has recognised that a total commitment to Quality is fundamental to the achievement of our mission, which is to become a market leader in the provision of Security Services across the United Kingdom. By adopting this quality management system our commitment to continuous and never-ending improvement in quality performance is clearly demonstrated.

Inherent in the Quality Policy is the timely and efficient satisfaction of our Customers' requirements. Quality Objectives are formally documented and the system reviewed on a regular basis for its continuing suitability. Management review is fundamental in achieving this and the results of audits and other performance metrics will be formally reviewed periodically to ensure that corrective mechanisms are functioning.

Our Management Representative is responsible for determining that adequate Quality measures are specified, monitoring their implementation and ensuring that corrective action is taken should ever the need arises.

The Management Team has responsibility for all matters involving the quality of the product, services we deliver and the conformance to the customer's specifications, established standards and contractual quality requirements of Custodian Guarding Company.

