

Cinderella's Commercial Cleaning

Cinderella's Services Pty Ltd
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Quality Policy

ORGANISATION COMMITMENT

Cinderella's Commercial Cleaning (Cinderella's) is committed to maintaining and improving its reputation as one of Australia's leading providers in the fields of commercial cleaning and related services, and to strive for ongoing improvements particularly through industry leading innovation.

MANAGEMENT PRIORITIES

Cinderella's management aims to:

- meet or exceed clients' expectations by providing excellence in safety, value for money and a fun experience.
- excellent customer service, every time.
- strive for ongoing and continuous improvement of all facets of Cinderella's operations, through monitoring and reviews of various aspects of the operations.
- encourage the commitment to the implementation of the quality policy by all employees and contractors,
- listen to the feedback from employees, contractors and clients and to take actions accordingly
- consider any opportunities for improvement.

EMPLOYEE & CONTRACTOR RESPONSIBILITIES

Employees and contractors are responsible for:

- striving to meet or exceed clients' expectations, every time.
- encouraging clients to provide constructive feedback.
- reporting to Cinderella's management any opportunities for improvement.

Employer Signature: by: _____

A handwritten signature in black ink, appearing to read 'Mark Ferdinands', written over a horizontal line.

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Date: 1/7/2020

Name & Position: Mark Ferdinands, Managing Director.