

## **AADVARK GROUP**

# **COMMITMENT TO CUSTOMER**

Aadvark continually strive to maintain and improve their service to their valued customers. Aadvark's commitment to providing a quality service is achieved by:

- Competent professional management
- Structured training programmes for staff and management
- Encouragement of good employee relations
- Encouragement of good client relations
- Carefully documented procedures
- Membership of the British Institute of Cleaning Sciences
- Membership of the Federation of Small Businesses
- Membership of the Hampshire Health, Safety and Environmental Group.
- Products purchased from quality controlled suppliers
- Continual dialogue with manufacturers and suppliers to improve products.
- Purchases from CHSA approved suppliers where possible.
- Fully Audited Quality System

All Aadvark staff and management are expected to represent themselves and Aadvark in a right and proper manner. Operatives are suitably trained and uniformed. Where Aadvark are carrying out Hygiene and Maintenance Services, the sites will be monitored for Standards and Quality by frequent site visits by Senior Management.

Under our commitment to our Quality System, all sites are furnished with documented procedures to ensure that the contract is maintained in the appropriate manner.

Regular communication between all parties (staff, clients and management) is encouraged and valued.