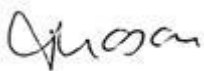


QUALITY POLICY

Hartlepool Borough Council's Facilities Management Service (School Meals and Building Cleaning) is committed to delivering a high quality service to our clients and customers.

We will do this by:

- Building productive relationships with our clients and customers to be able understand their needs and wishes and tailor our services accordingly.
- Providing effective leadership that promotes a focus on quality outcomes and ensures sufficient resources are in place.
- Recognising our people are our most valuable resource and supporting them to deliver the best possible service.
- Maintaining clear, consistent and efficient operational systems and processes.
- Driving continuous improvement through sound business practices, rigorous inspection and review processes, benchmarking against others and listening to customer feedback.
- Measuring our performance in key areas and using this data to make informed decisions to secure further improvement.
- Setting quality objectives that will address the risks and opportunities identified by senior management.
- Satisfying all applicable service requirements and legislation.



Jeff Mason

Strategic Policy & Facilities Management Manager

18th June 2019 (v3)

