



## **Quality Assurance:**

Washroom Washroom Ltd are committed to maintaining the highest level of customer satisfaction through continuous improvements in quality, delivery and service.

To achieve these aims, we will:

---

Maintain policies and procedures to deliver quality of services and products;



Analyse customer feedback and take action to improve service & products;



Analyse employee feedback and take action to improve service & products;



Increase our success rates to exceed floor targets and strive for excellence;



Monitor our strengths and weaknesses, and produce a development plan to build on our strengths and improve our weaknesses;



Ensure continuous professional development of our staff through ongoing training & regular appraisals;



To work towards IS9001:2000;



Communicate and reinforce this policy throughout the company.

---

**Malcolm Read, Managing Director**