


Document No: QP-01	Document Title Quality Policy	
Revision Level: 3.0	Issue Date 25/06/2019	

Hotel Services Group - Quality Policy

HSG Facilities Management Limited is a South Wales based service provider operating in the hospitality and commercial premises sectors to provide housekeeping, security, commercial cleaning, pest control and window cleaning services. It is our objective to become the preferred provider in these fields across the sectors in which we operate.

To this end HSG Facilities Management has implemented, will maintain and continually improve the effectiveness of its Management System in accordance with the requirements of ISO 9001. In particular, HSG Facilities Management will:

- always listen to our customers
- ensure we understand their requirements, together with any applicable regulatory requirements
- ensure we have correctly understood all applicable risks and opportunities
- develop our service packages and train our personnel to meet the requirements and continually improve our ability to do so while addressing applicable risks and opportunities
- deliver our services in accordance with these requirements
- continually and proactively check and collect data regarding the extent to which we are meeting requirements
- proactively identify developments in our sector which may create opportunities to enhance and improve our service offering
- use this data to address any areas of deficiency and continually improve our performance and our management system

Quality objectives will be set on an annual basis and performance against them reviewed quarterly by senior management. In addition, senior management will review this policy, the management system and objectives for their ongoing relevance and suitability.

Ashley Govier – Managing Director

