

Quality Policy Statement 2020

Incentive FM Group Ltd. vision: *“To have staff who love working for us, and clients who love working with us”*

Incentive FM Group [IFMG] aspire to be an ethical organisation, delivering efficient services, and to establish an industry wide reputation for excellence in our quality service provision. IFMG understands the importance of quality standards within business operations, and therefore commit to maintaining a Quality Management System [QMS], in accordance with ISO 9001:2015. IFMG will manage their quality by:

- Ensuring the customer needs and expectations are understood, met, and exceeded, by delivering a quality service in a consistent and timely manner.
- Ensuring staff understand the Quality standards required of them via Tool box talks, training and team meetings.
- Ensuring all daily tasks and projects are undertaken with this quality policy in mind to ensure our clients receive the best service possible.
- Ensuring every staff member within IFMG is committing to establishing objectives for key aspects of service delivery.
- Complying with [as an absolute minimum], all legislative and regulatory requirements, and strive to meet customer demands and aspirations.
- Promoting continual improvement in all aspects of the business and industry related standards.
- Ensuring [at each quarterly management review], performance in conforming to specified targets, and where necessary, measures taken to ensure they will be achieved.
- Reviewing and revising this policy as required. As a minimum, this will be completed every 12 months.

The general arrangements to implement this policy statement are detailed in the full policy that can be found on the Incentive FM portal. Where appropriate, the arrangements will be developed locally to control site-specific risks.

This policy statement and system, including significant aspects, will be communicated to our employees, our clients, and all parties interested in the performance of our quality management system, including the public on request.



Martin Reed
Chief Executive
Date: Jan 2020