



## Quality Policy Statement



## Smart Cleaning Solutions Indigenous: Quality Policy

### 1.0 Purpose & Vision

Smart Cleaning Solutions Indigenous is a sophisticated, state-of-the-art cleaning and facilities management organisation, unequivocally committed to working to the highest quality and safety standards. Our vision is to be Australia's most trusted and innovative commercial cleaning partner. Our mission is to foster a cohesive team environment where all staff are empowered and equipped to provide our customers with a service that is not only the best but also the safest in the industry.

This policy outlines the framework and principles that guide our operations, ensuring that quality is the cornerstone of every task we perform, every decision we make, and every client relationship we build.

### 2.0 Our Commitment to Quality

Smart Cleaning Solutions Indigenous is fundamentally committed to establishing, maintaining, and elevating a culture of excellence. To achieve this, we pledge to:

- **Champion a Culture of Quality:** Senior management will lead by example, actively engaging and involving employees at all levels to establish and nurture a shared culture of quality, accountability, and pride in our work.
- **Drive Market-Leading Innovation:** We will be at the forefront of innovation within our industry, continuously refining our products, pioneering advanced cleaning techniques, and enhancing our service delivery to anticipate and exceed market expectations.
- **Ensure Unwavering Compliance:** We will rigorously adhere to all statutory obligations, legislative requirements, industry standards, technical specifications, and codes of practice relevant to quality management and our operations.



- **Maintain an ISO 9001-Consistent Framework:** Our business will be governed by a robust Quality Management System (QMS). We are committed to diligently maintaining, monitoring, reviewing, auditing, and continually improving this system to be consistent with the principles of ISO 9001.
- **Invest in People and Resources:** We will provide all necessary and sufficient resources to effectively implement and maintain our QMS. This includes investing in modern equipment, advanced technologies, and a safe working environment.
- **Foster Professional Development:** We will educate and train our people to the highest standards, ensuring they possess the skills, knowledge, and understanding of quality practices required to meet and surpass our internal and external business requirements.
- **Integrate Our Supply Chain:** We will actively communicate and partner with our key stakeholders, including subcontractors and suppliers. This ensures they understand and are aligned with our stringent quality standards, thereby minimising business risk and creating superior value for our customers.

### 3.0 Policy Implementation & Action

As an integral part of our daily operations and service delivery, we will:

- **Uphold a Certified Quality Management System:** Our QMS will be maintained in accordance with the ISO 9001 standard, serving as the backbone of our operational processes.
- **Guarantee Service Integrity:** We will ensure that all services provided and products used consistently meet or exceed applicable laws, regulations, and industry benchmarks.
- **Cultivate a Learning Organisation:** We are dedicated to maintaining a dynamic learning culture that supports the continuous professional development of our employees, ensuring their skills remain relevant and exemplary.
- **Establish and Monitor Measurable Objectives:** We will set clear, measurable quality objectives and targets across the business to track our progress and positively influence our journey of continual improvement.

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- **Utilise Data for Informed Decisions:** We will systematically monitor and measure the performance of our products and processes, using robust data analysis to support strategic and operational decision-making.
- **Implement Rigorous Corrective Action:** All defects, non-conformances, and client feedback will be meticulously reviewed and reported. We will follow up with timely and effective corrective and preventive actions to prevent recurrence.
- **Conduct Regular Effectiveness Reviews:** The performance of our Management System and valuable feedback from our customers will be regularly reviewed by senior leadership to identify and act upon opportunities for improvement.
- **Engage in Transparent Communication:** This policy will be communicated clearly and consistently to all employees and relevant external parties (such as community members, customers, and suppliers) through consultation and engagement initiatives.

#### 4.0 Continual Improvement

Management at all levels is responsible for regularly reviewing business processes and performance outcomes. We will proactively identify and implement required corrective and preventive actions, driven by an overarching philosophy of continual improvement. Smart Cleaning Solutions Indigenous is wholly committed to the ongoing enhancement of our Quality Management System to ensure we remain leaders in our field.

This policy is endorsed by:

**Nicholas Pastras**

**Managing Director**

**Smart Cleaning Solutions Indigenous**