Quality Policy

Pristine Cleaning Services (Aust) Pty Ltd provides activities in all aspects of retail and commercial cleaning. Our company started in Melbourne Victoria in 2001 and has expanded to provide cleaning services throughout Australia.

Our company strives to achieve sustainable growth through consistently satisfying the diverse needs and expectations of its stakeholders (customers). Our company is committed to effective implementation of the Quality Management System (QMS) in compliance with ISO 9001 Standard and any other relevant statutory, regulatory and other requirements

The Management team at our company are committed to ensuring that the QMS is continually reviewed and improved. Pristine Cleaning Services (Aust) Pty Ltd strives to achieve this by:

- Promoting an understanding of our stakeholders' needs and expectations throughout the organization, together with a culture of exceeding expectations.
- Ensuring that all staff are adequately trained and are competent with their job requirements via our "Induction & Training Program"
- Establishing, reviewing and communicating our quality objectives to all levels in the organisation. The objectives are monitored on an ongoing basis through the Quality Management Plan and reviewed during planned management review meetings.
- Monitoring our performance through performance metrics in order to continually improve our processes and services.
- Utilising our company's ISO 9001 quality management system on all organisation processes everywhere, every time, without exception.
- Reviewing this policy for its adequacy during planned management review meetings.
- Ensuring that management on all levels communicates and explains the quality policy to all employees and subcontractors so that everyone is familiar with the policy and its intent. It is also made available to interested parties through our website and marketing material.

Approved by:	Raymond Koura
Position:	Chief Executive Officer
Date of initial approval:	05 February 2007
Date of last review:	05 February 2012
Date of next review:	05 February 2013

Certified System Quality ISO 9001 SAI GLOBAL
Certified System Health & Safety AS 4801 SAI GLOBAL
Certified System Environment ISO 14001 SAI GLOBAL