



## Policy Statement- Quality Assurance

As part of our Company's Quality Management approach, all Management and Supervisory staff carry out random inspections of all sites where services are provided. These inspections are to a pre-designed format, to ensure that the same standard of inspection is made at each location, and are in addition to any joint inspection that may be carried out between the client and Insite Managed Services Limited.

### Quality Inspections

- Random quality inspections – carried out daily by Site Supervisor
- Weekly quality inspections – carried out by Site Supervisor and Client's nominated representative.

Inspection survey sheets are completed and given to the Site Supervisor. The Site Supervisor then ensures that **CORRECTIVE ACTIONS HAS ALREADY BEEN TAKEN** to rectify any deficiency in the standard of service provided.

From these surveys, an over-view of the standards of service to every area may be made, and assist Insite Managed Services Limited in identifying areas where an enhanced level of service needs to be provided.

These inspection surveys also identify weaknesses in staffing levels, or other resources allocated to a particular location/area, from which the Site Supervisor may discuss these findings with the client. These difficulties may require additional resources, or identify Management and/or staff training needs, from which training may be arranged.

The quality needs of the client are addressed and enhanced by introducing a **Quality Management** plan comprising:-

- Training of **Quality** provided to all our staff
- Random **Quality** Inspections
- Purchasing **Quality** Control
- Reviewing methods of operation
- Reviewing products and equipment
- Motivating all staff to think and achieve **Quality**

A handwritten signature in black ink, appearing to read 'Neil Webb', is written over a light grey rectangular background.

**Neil Webb**  
Managing Director  
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