

SHERWOOD PRESTIGE'S QUALITY ASSURANCE PROGRAMME



QUALITY ASSURANCE PROGRAMME

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QUALITY ACTION PLAN

1. **OBJECTIVE:** To improve the effectiveness, flexibility and value for Money service to our customers
2. **PLAN:** To supplement and improve the quality of our existing IS9001:2000 system to provide a more proactive approach to:
 - The provision of a documented inspection report Prior to commencement;
 - Generating a continual feedback/communication To and with clients at minimum monthly intervals;
 - Provide a basis for agreed target levels set for Improvement
 - Development of a continuous improvement Programme
3. **THE PRODUCT:** A formal monitoring package which creates a constantly evolving “document” file responding in a pro-active way to demands, changing needs etc while remaining up to date with current thoughts and ideas.
Providing a consistent system, monitored by non-site specific personnel. Trends and changes can then be identified over a period of time. These can then be used to amend or change work requirements to suit differing needs or circumstances.
4. **PRODUCT BENEFITS** The plan will enable Management to:
 - Quantify results against a pre-determined benchmark target
 - Accurately identify the cause and quantity of any shortfalls in the service provided
 - Address specific problems



- Consolidate Operative/Supervisory appraisal techniques
- Improve communication and team building skills
- Enhance attitude training
- Facilitate H & S and Risk Assessment awareness
- Provide on the job technique training
- Generate new ideas or innovations that could be employed to improve the contracts

5. PROGRAMME METHODOLOGY OUTLINE

All QC reviews to be on a joint monitoring basis with clients, unless the client stipulates otherwise.

Pre-start QC Full Assessment	-	Quality Control Manager
Pre-start H & S/Risk Assessment	-	Health & Safety Manager
Benchmark/s Set	-	Customer/QC Manager/Service Delivery Team
Quarterly Full Assessment	-	Quality Manager
Monthly QC Reports	-	Site/Area Manager
Annual Review Assessment	-	Quality Control Manager

REPORTS DISTRIBUTION

1. Client together with client specific agreed summary/Statistics
 2. QC Manager at corporate QC support centre in Hertford
 3. Service delivery team
- Statistical report formatting to be developed in conjunction with clients-Site specific.

6. QUALITY CONTROL CORPORATE SUPPORT RESOURCES

6.1 Quality Inspectors:

- Peter Newell
- Steve Whitmarsh
- Peter Woods
- Robert Young
- Tony Aish



- Yvonne Durrance
- Lawrence Whitfield
- Roy Newstead
- Keith Gutteridge

6.2 All to be trained to same QC Assessment standard level.

6.3 Calendarisation of QC corporate support to be complete for all new and pre-identified existing clients.

7. CUSTOMERS

7.1 All new contracts with immediate effect.

7.2 Pre-identified contracts (not prioritised), full list to be developed.

- Primary Care Trust
- Schlumberger
- Calyon
- London Borough of Sutton
- Cambridgeshire Park & Ride
- Leicestershire County Council
- Cambridgeshire County Council
- Cambridge Water
- Science Museum

NOTES

- The whole of the QC action plan is supplementary to the normal client record cards, which are, of course comments based.
- Where monthly client meetings take place and minutes produced these to form an integral part of the QC Plan and as such copies of these should be forwarded to QC central support at Hertford.

8. NEW CONTRACTS

8.1 Following award of the contract QC Manager to visit all sites prior to the commencement date.

1. Determine current standards of cleaning
2. Identify problem areas
3. Identify weaknesses
4. Clarify clients attitudes to staff transfer and on-going reliability
5. Produce written report to enable service team to plan and achieve desired results.

8.2 First follow-up visit after one months of contract operation with member of the QC support team.

1. Clarify current standards and discuss with client
2. Check problem areas for solutions and ensure on-going programme is developed
3. Confirm staffing progress with client and identify skills development needs
4. Report on progress to Service Team Director

8.3 Second follow up visit after 2 months of contract operation with member of the QC support team.

1. Identify the Benchmark with the client and confirm the standards
2. Check that all identified problem areas have been resolved
3. Produce skills development programme to ensure site staff are aware of weaknesses.

8.4 Follow-up visits relative to standards and needs, carried out by QC support team. All reports to service Operations Directors and copies to QC Manager who will collate all data at the centre. This will generate the on-going calendarisation programme.

9. EXISTING CONTRACTS



- 9.1** Using existing records and data provided by service team, produce a prioritised list of identified clients.
1. Clarify history and need
 2. Identify requirement for “Bespoke” document
 3. Produce as required and Benchmark standard by visit
 4. Identify problems and staff weaknesses to introduce skills development programme.
- 9.2** Follow-up by QC Resource Team/Manager, dependent upon initial study Results.
1. If problematical ensure and co-ordinate full resource back-up to resolve issues
 2. If Benchmark satisfactory, identify skills needs
 3. Co-ordinate all reports to the centre.

10.0 QUALITY CONTROL FORMS

10.1 Quality Inspection Reports

- QC1 - **Score**
- QC2 - **Ticking System**
- QC3 - **Corrective Action Form**