



Quality Assurance Policy

Effective Date: 06/01/2025

Crystal Facilities Management Ltd is committed to delivering high-quality services that meet industry standards, client expectations, and the latest UK facilities management regulations. This dedication is supported by an effective Quality Management System (QMS) that complies with ISO 9001:2015 and is reinforced by continuous improvement practices.

Quality Objectives

To achieve our quality goals, we are committed to:

- Understanding and exceeding client requirements and expectations.
- Ensuring the consistent delivery of high-quality services through well-defined and documented processes.
- Providing comprehensive training for employees to promote awareness and adherence to quality standards.
- Conducting regular audits and performance reviews to maintain the effectiveness of the QMS.
- Promoting innovation and leveraging advanced technology to enhance service quality and efficiency.
- Encouraging feedback from clients and employees to foster a culture of continuous improvement.

Policy Framework

Our policy framework is made of the following key principles:

Compliance and Regulation:

- We ensure full compliance with all relevant UK regulations in facilities management, including those pertaining to sustainability, health and safety, and quality assurance.
- Our services are designed to meet or exceed the specifications outlined in client contracts, ensuring consistent adherence to regulatory and contractual standards.

Continuous Improvement:

- Our definition of quality is 100% compliance, which is non-negotiable.
- We actively identify areas for improvement, promptly address gaps, and implement best practices to achieve operational excellence.

Training and Development:

- All employees receive ongoing training in compliance, health and safety, and quality management principles.
- We support career development through skills enhancement and leadership training in alignment with our equal opportunities policy.

Sustainability and Innovation:

We integrate sustainable practices into our operations, aligning with environmental management standards to contribute to a greener future. Our investment in technology enables us to innovate and improve the efficiency & quality of our services.

Client Focus

Our services are tailored to meet the unique needs of each client, emphasizing value, reliability, and excellence. We prioritise customer feedback and continuously adapt our processes to enhance satisfaction and trust.

Quality Assurance and Monitoring

Crystal Facilities Management employs a robust quality control framework to monitor and evaluate the effectiveness of our services. This includes:

- Regular site inspections and performance evaluations.
- Comprehensive documentation and reporting to maintain transparency.
- Prompt corrective actions to address any deviations or non conformities.

Leadership Commitment

The Directors and management team are fully dedicated to upholding this Quality Policy. By fostering a culture of accountability, teamwork, and excellence, we ensure that every employee contributes to achieving our quality objectives.

Signed,



Tanya Rogers
Managing Director,
Crystal Facilities Management