

THINK

FACILITIES MANAGEMENT SOLUTIONS

Quality Policy

2026



Think FM Solutions Ltd

Quality Assurance Policy

Document control

Policy owner: Think FM Solutions Directorate

Approved by: Managing Director

Review date: 06 January 2026

Next review date: 06 January 2027

1. Policy statement

Think FM Solutions Ltd (“the Company”) is committed to delivering consistent, reliable, and high-quality cleaning and facilities management services that meet or exceed client requirements.

Quality is central to how we operate as a business. We do what we say we are going to do, and we measure our performance to ensure that our services are delivered safely, responsibly, and to the agreed specification at all times.

This Quality Assurance Policy applies to all employees, workers, contractors, and suppliers engaged in delivering services on behalf of Think FM Solutions.

2. Standards and compliance

The Company’s approach to quality management is aligned with the principles of ISO 9001 Quality Management Systems, without claiming certification unless formally achieved.

Quality assurance arrangements are designed to ensure compliance with:

- Client contracts and service level agreements (SLAs)
- Internal policies and procedures, including Health & Safety, Environmental, and Risk Management policies
- Applicable legal and regulatory requirements relevant to service delivery

3. Quality objectives

The Company’s quality objectives are to:

- Consistently meet agreed client specifications and service standards
- Achieve high levels of client satisfaction
- Reduce complaints, rework, and service failures
- Promote a culture of continuous improvement
- Ensure employees are competent and supported to deliver quality work

Performance against these objectives will be monitored using appropriate measures such as client feedback, audits, inspections, and management reviews.

4. Roles and responsibilities

Managing Director

- Holds overall accountability for quality performance
- Approves this policy and ensures adequate resources are provided

Operations Director

- Responsible for implementing this policy across all contracts
- Reviews quality performance, complaints, and improvement actions

Contract / Area Managers

- Ensure contract specifications and quality plans are implemented on site
- Carry out inspections and quality checks
- Address non-conformances and implement corrective actions

Supervisors

- Monitor day-to-day service delivery
- Support staff in meeting quality standards
- Escalate quality concerns promptly

Employees

- Take responsibility for the quality of their own work
- Follow procedures, training, and client instructions
- Report issues that may affect service quality

5. Contract-level quality control

Quality is managed at contract level through:

- Clearly defined specifications and task schedules
- Site inductions and ongoing supervision
- Routine inspections and quality audits
- Client meetings and feedback mechanisms
- Corrective and preventive action tracking

Where quality issues are identified, appropriate corrective actions will be implemented and reviewed for effectiveness.

6. Employee competence and training

The Company is committed to developing and maintaining a competent workforce.

This is achieved through:

- Structured induction training
- Role-specific and refresher training
- Supervisor support and monitoring
- Training linked to Health & Safety and Environmental requirements

Training records are maintained to demonstrate competence and compliance.

7. Continuous improvement

Think FM Solutions is committed to continual improvement in service delivery.

Improvement opportunities are identified through:

- Client feedback and satisfaction surveys
- Complaints and service failure analysis
- Audit and inspection findings
- Incident and near-miss trends (linked to Health & Safety)
- Employee suggestions and management reviews

Learning from these sources is used to improve systems, processes, and performance.

8. Documentation and records

To support effective quality management, the Company maintains appropriate records, including:

- Quality inspections and audit reports
- Client feedback and complaints records
- Corrective action plans
- Training and competence records
- Management review outputs

Records are retained in line with Company policy and data protection requirements.

9. Monitoring and review

The effectiveness of this Quality Assurance Policy and associated arrangements is monitored through:

- Regular management reviews
- Contract performance monitoring
- Internal audits and inspections

This policy will be reviewed annually or sooner if significant changes occur to business operations, client requirements, or legislation.

Signed:



Managing Director

Think FM Solutions Ltd

Date: 06 January 2026