



SCC (S.A.) Pty. Ltd.

Five Star Service

Quality Policy

SCC (SA) Pty Ltd is committed to supplying its customers with consistently high level of services that are specifically designed to suit their requirements, whilst meeting the requirements of all legislations and relevant standards. We will also aim to ensure our commitment to appropriate staff training and develop mutually beneficial relationships with our suppliers.

Our Vision

"We will be a leader in the cleaning and service industry by focusing on customers, our people, continued growth, innovation and efficiency. All of these elements will continue SCC (SA) Pty Ltd success and demonstrate its market position as being a premier supplier of cleaning and service solutions to schools, businesses, and industry".

Mission

"SCC (SA) Pty Ltd. will provide the leadership and support necessary to sustain long-term growth and customer satisfaction for our business; we will passionately promote quality and service at all levels while enhancing each service division's competitive advantage"

SCC (SA) Pty Ltd is committed to:

- Operate an effective quality management system in accordance with recognised good business practice, certified to AS/NZS ISO 9001:2008.
- Provide adequate resources to implement, maintain and continually improve our Quality Management System.
- Promote continual improvement strategies to develop and sustain a culture of doing things right and doing them better.
- To make this policy available to all workers through training and inductions.
- Continually improve the quality of products and service supplied to clients.
- Consistently deliver all products and services at quoted costs and within an agreed time frame.
- Involving all staff in implementing continual improvement initiatives.
- Ensuring that area managers and on-site supervisors maintain close liaison with site management and that the day to day cleaning standards meet the customer's specification.
- Grow the business profitability through expanding market share.



Brandon Petty – Managing Director

18/8/2015
Date

