



## QUALITY ASSURANCE

All our employees are personally interviewed and carefully screened. Only those with a satisfactory work history & outgoing attitude will be considered for employment. All employees must supply a current Police Clearance Certificate before working on your premises and will be neatly dressed with our uniform to be properly identified.

We believe that employee training is one of the most important factors in a high quality and efficient cleaning program. To achieve this, all personnel will complete a formal induction program prior to being assigned. This program will act as a refresher course for experienced personnel and consists not only of technical skills but a thorough induction to:

- Safety OHS & emergency procedures
- Rules of conduct
- Security procedures
- Building orientation
- Terms & conditions of employment
- Care and maintenance of equipment
- Familiarization of contract specifications

### **Reporting on work Performance**

The role of monitoring work performance is so important in reaching our high standard of service. Staffs are always monitored on their performance and need of more training. Written reports are conducted on a regular basis on every job. These reports are made available to the client, Mackay Office Cleaning Supervisor and Mackay Office Cleaning Directors. As a benefit for the client these

reports can be discussed and steps taken immediately to rectify any breakdowns in the service. This may lead to:

- Additional training for the workers
- Change of Techniques or programs
- Transfer or replacement of employee
- Replacement or update of equipment
- Change of cleaning solutions

### **Cleaning Specifications**

Detailed specifications are either generated by the client or Mackay Office Cleaning, they are given to, and discussed with the Supervisor on the job and it is then their job to make sure that the contents of the specifications are carried out either daily, weekly, monthly or other frequency as stated. On larger jobs it may be necessary for daily liaison to occur between our supervisor and the client's supervisor to discuss work programs and cleaning performance.