



RCCN specialises in the provision of comprehensive cleaning and support services primarily to the Education and Public sectors.

**Quality and best value**

The nature of the company's activities places particular emphasis on quality, best value, reliability, personal service and safety when delivering these services.

**Conform to specifications**

The policy of RCCN Management is to provide its clients with goods and services fit for their purpose and in such a way as to conform to agreed specifications and to take into account any statutory regulations that may apply to the specification.

Not only is this policy sound commercial practice, but it accords with the fact that legislation covering fitness for purpose is increasing, and that more and more clients require suppliers to have suitable quality systems in place.

**Quality management system**

Contract preparation, purchasing of materials and equipment and operational activities will be fully controlled by maintaining an established, efficient quality management system, planned and developed in conjunction with other management functions.

The company will ensure that managers, supervisors and operative personnel are fully conversant with the company's objectives through an on-going training and education programmed for staff at all levels within the company.

**Quality Assurance Procedures**

RCCN recognises that the quality of its goods and services, along with its good name, depends on the everyday actions of its employees. Every company employee must follow all Quality Assurance Procedures, which are documented.

No deviations or alternatives are allowed without prior authorisation from the undersigned.

The quality management system of RCCN is controlled by ISO 9001:2008.

**Mark Kiaie**  
**Managing director**