

## ***Quality Control***

At Lemon Tree Cleaning service we realize that our work is a direct reflection on your image. The management of your company had worked hard and spent a large amount of money to create the "look and feel" of your company, to enhance and preserve its appearance and ambiance. Whether it be at your office or a building needing cleaning that has your business name linked to it. We also know that our future success depends on your consistent satisfaction. Our objective is to accommodate your cleaning needs. Our expertise and labour management techniques can provide a variety of options for your customized cleaning schedule. We have established a reputation in the cleaning industry for our quality and dependable services. We focus on the job at hand and like do it with satisfaction. Based on our experience we know that quality control is the key element to customer satisfaction. Since the drastic realization among organizations and companies toward the environment, we have for long recognized the importance of the service we provide to be in line with the requirements of ISO14000 and other cleaning concepts. Employees of Lemon Tree Cleaning services will at all times be wearing a distinct uniform presenting an organized and professional operation.

## ***Quality Policy***

LEMON TREE CLEANING SERVICE IS COMMITTED TO PROVISION OF QUALITY CLEANING SERVICES. ALL THE STAFF IS RESPONSIBLE FOR COMPLIANCE WITH THE QUALITY MANAGEMENT SYSTEM. ENSURING THAT ALL PROCEDURES AND WORK INSTRUCTIONS ARE PROPERLY EXECUTED AND THAT STANDARDS ARE MET. ALL AFFECTED STAFF SHALL BE TRAINED IN THE PROCESSES THEY ARE REQUIRED TO PERFORM. THE ADOPTION OF QUALITY MANAGEMENT SYSTEM IS ESSENTIAL TO THE CONTINUED GROWTH AND SUCCESS OF THE BUSINESS.

-Lemon Tree Cleaning Services is registered in terms of section 28 with the Unemployment insurance act, 1966

-Lemon Tree Cleaning Services is registered in terms of section 80 of the Compensation for Occupational injuries and diseases Act, 1993.

-Lemon Tree Cleaning Services is registered with the South African Revenue Services (SARS).