

SKG Services contracts to provide a range of commercial and related cleaning services, maintenance and security services throughout NSW and interstate, in accordance with client contracts and any additional do and charge requests. SKG Services intends to maintain and continue the highest level of Quality and Reliability of service at the lowest practicable cost and to meet and surpass the contract requirements, needs and expectations of our clients.

Quality Management, integrated with safety and environmental management is the basis on which services and the conduct of business operations is based. All management meetings, supervising visits, staff training and daily operations are designed to meet client needs.

With documented processes, policies, forms, site inspections and sign offs SKG Services can closely monitor the level of performance delivered to clients. Full implementation is an integral part of our service to clients through training and induction with regular updating to ensure full compliance with our Integrated Management System (IMS). Employees and sub-contractors are made aware (and constantly reminded) of client requirements. Refresher training is scheduled, and staff is required to demonstrate understanding and acceptable practices relating to tasks and work instructions.

SKG Services recognizes the importance of providing quality service outcomes and endeavours to extend our quality service influence by encouraging our suppliers to apply the same principles to their operations, especially when providing cleaning and security products or services to the company or direct deliveries to contract sites.

SKG Services' business objectives are to:

- a) provide exceptional service and reliability for the duration of the contract
- b) provide quality workmanship by committed and trained personnel
- c) provide value for money using only the highest quality materials
- d) satisfy our clients, industry regulators and staff, and
- e) provide these services in a professional and ethically responsible manner

To maintain our objectives management is committed to maintaining the IBS based on ISO 9001:2015, AS/NZS 45001:2018, AS/NZS ISO 14001:2015, ISO 26000:2010 and HACCP.

Requests for improvement when identified are acted on promptly and efficiently and with client reporting. Resources - technical and human are provided where necessary combined with ongoing improvements through monitoring reviews formally linked to SKG's business objectives.

The ongoing successful operation of the business system relies upon the co-operation and involvement of personnel at all levels. SKG Services commits to quality and ensures the continued success of the company and the satisfaction of clients, regulators, and staff.

Managers and staff are authorized to ensure the Integrated Management System is implemented. Any unresolved issues are brought to the attention of the IMS Manager for final resolution.

SKG Services strives to provide quality services to a standard that exceeds customer expectations. The commitment to supplying a quality service is fundamental to the company's success.

As customer service delivery is primary to business sustainability, we ensure the following activities are standard practice:

1. Work organisation and schedules are adequately resourced, planned and communicated to the client prior to contract commencement
2. Services are performed in a disciplined manner according to operational procedures that ensure quality, safety and environmental standards are achieved
3. Inspection and audit against contract specifications and workplace standards are undertaken and outcomes actioned in accordance with operating procedures

The companies documented quality management system forms part of our overall integrated management system (IMS) and as such is in accordance with AS/ISO 9001:2008. The IMS is subject to continual improvement of systems and regulatory compliance in accordance with state and federal legislation.

Quality objectives, integrated with safety and environmental objectives and targets include, but are not limited to:

- Service quality to specification – at least equal to and striving to exceed customer’s expectations
- Customer satisfaction- measured through positive customer feedback
- Compliance to AS/ISO 9001:2008 – sustainable systems within the IMS
- Contract profitability – sustainable business and opportunity for growth

All staff and service delivery subcontractors have a shared responsibility for quality standards.

The company’s commitment to quality is communicated through this policy and supporting IMS systems to staff and subcontractors at induction and is displayed in prominent positions within the organisation as is practical.

The quality policy, as part of the integrated management system is reviewed annually for continuing suitability.

Accountability for the IMS is the General Manager and responsibilities delegated to senior management throughout the organisation as documented.

Helpful, Reliable, Respectful –
SKG Services’ core values that we
integrate into everything that we do.