

Quality Assurance

Performance Resolution Program

QUALITY MISSION STATEMENT

“We are committed that it is our responsibility to continually monitor and check ourselves to see how we are doing, rather than relying on our customers to let us know how we are doing. To that end, we will follow our *Quality Assurance Program* and inspect our work during the day and at night on a very regular basis to find potential problem areas before they become issues to our customers and their employees.”

It is our goal to find all problem areas in the quality of our work before our customers are even aware of them. If you check our references, we feel you will find that our customers agree that we are very good at reaching our goals. However, we work in a very labor-intensive business, and we are human. Should issues come up that escalate to our customer’s attention, and any janitorial company that tells you this will never happen is not being honest, we feel it shows how good of a company we are and we take great pride in addressing and fixing issues right away! There are two areas that are extremely critical in our Performance Resolution Program... ***Communication with our Customer*** and ***Follow-Up with our Staff***...and they are outlined below.

CUSTOMER COMMUNICATION: We have many different ways for our customers to communicate with us, so that each of our individual customers can use what is most comfortable to them.

- ◆ We tour our customers accounts during the day on a regular basis, either with or without our customer contact (at their discretion), and make ourselves available to discuss our work in person.
- ◆ We make ourselves available in person to our customers employees or tenants (at our customers discretion) to discuss any issues or unique cleaning challenges that they may have.
- ◆ We are available via email (each of our contacts have an easily remembered address of “first initial and last name” @ cascadian.org) and our web site (www.cascadian.org) for our computer savvy customers that want to utilize the time saving method of communication via email. This has been especially helpful to our customers that have a “Help Desk” or employee-wide computer network to track requests. Our offices run on a networked T1 connection to help speed up our ability to communicate in this manner and send or receive any necessary “attached” files back and forth that helps to enhance our service.

- ◆ Our customer contact gets the office phone number, cell phone number, office fax number and email address of each of the three main owner/manager's of the company (one of which is their main point of daily contact), to help aid in quick communication and/or issue resolution.
- ◆ Every account has a "Communication/Control" book placed in the account at a spot decided upon by our customer, to help aid in quick and efficient communication with our night staff.

STAFF FOLLOW-UP: If a performance issue comes up, it is our responsibility to address it right away to fix it, and to also take any necessary steps to help ensure that it doesn't happen again! We accomplish this through our "Closed-Loop" system of communication.

