

Quality Assurance Policy Statement

Objectives

To place the quality of Accent Catering Services products and services above all else, as customer loyalty and satisfaction are our foremost concern.

To meet our customer's needs every time, recognising both internal and external customers.

To maintain a Quality Assurance system based on Standards Assessment Audit.

Responsibility

It is the responsibility of every Accent employee to ensure guidelines within this policy are adhered to.

Implementation

All Accent employees will receive Quality Improvement training, and will be involved in meeting our quality goals in line with the principles of the Investor in People standard.

Our catering service will be backed by a formally documented Quality Assurance System which will be reviewed and maintained through our comprehensive and demanding assessment audit.

Reviews will take into account changing circumstances both from the clients' and our employees' perspective.

Statutory Requirements

Hygiene, Health and Safety are of paramount importance, therefore our quality control systems are designed to produce a hygienic and safe working environment.

This policy is approved by the Directors of Accent Catering Services Ltd.

Ian Crabtree
Managing Director
Accent Catering Services Ltd