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Quality Manual

1. Introduction

ABC recognizes its responsibility as a provider of quality services. To this end we have developed and documented a Quality Management System.

ABC Quality Manual is the policy document providing the framework for the Quality System at ABC. It is organized along the lines of the ISO standard the company complies with. It also governs the creation of quality related documents. It is continuously revised and modified to reflect the quality system currently in use.

1.1 Quality Philosophy

ABC's philosophy is continuous improvement of Client satisfaction. Its' objective is to meet or exceed client requirements - our mission is to continue to foster superior innovations in aligning our Client needs with our empowered employees and management partnership.

We exercise this responsibility through adequate training of our employees, adherence to proven procedures, and total commitment to meeting and exceeding Client requirements, and to maintaining an organizational culture that fosters continuous improvement.

2. Organization Responsibility and Authority

It is the responsibility of ABC President and Managers to define and Implement processes, controls and measurements that ensure services meet the quality requirements of internal and external Clients. To meet this objective, each process owner defines and implements his respective part of the Quality System consistent with ABC Mission Statement and Quality Policy.

It is the responsibility of ABC's process owners to:

- Identify and satisfy their Clients
- Continuously improve processes
- Identify and record any quality problems
- Initiate, recommend or provide solutions through designated Channels
- Verify the implementation of solutions
- Control further processing, delivery or installation of non-conforming product/service until the deficiency has been corrected

Continuous improvement is the responsibility of all personnel at ABC; the quality function is distributed to each organization responsible and accountable for meeting

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or exceeding the expectations of its Clients. The individual's success in fulfilling quality responsibilities is dependent upon many factors, such as training, resources and processes.

Everyone plays a role in providing and improving quality. It is part of each key person job to understand his role, and actively look for ways to expand it. Individuals in the organization, especially those concerned with crevice Quality or Client satisfaction issues, make decisions using the Quality Policy as criteria. There is no inherent conflict between quality and cost; however, when process failures create a conflict, the Client's continuing experience of quality has priority.

3. Management Review

Management review of data indicating the effectiveness of the Quality System periodically Email communication or meeting minutes are filed in all cases where the review is considered formal and action plans relating to the quality system are formed.

It is the responsibility of ABC's Quality Manager through the guidance of consultants or relating Manager to:

- Develop and maintain quality strategies, policies and programs and to ensure their effective implementation
- Provide overall quality leadership to process owners relative to Quality System definition and measurement requirements.
- Provide quality awareness and training relative to quality methodologies and tools.
- Assist process owners in identifying world-class process benchmarks.
- Develop methods to measure the effectiveness of prevention-based methodologies to achieving continuous process, product and service improvement.
- To ensure process owners dedicate resources to resolve critical Client issues and to ensure proactive actions are taken to correct product/service deficiencies discovered in the field.

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4. Quality System

The Quality Assurance System applies to all activities of the company, and has been developed in accordance with ISO 9001, The Quality Assurance System is fully documented and structured in 3 levels:

4.1 Quality Manual:

This document details the corporate quality policy and structure Of the Company and references appropriate Operating Procedures.

4.2 Operating Procedures:

These documents describe the actual Process, and controls applied, to all activities concerned with the attainment of a quality natured contracting service.

4.3 Quality Planning:

As the company operates a standard type and range of services, client satisfaction and quality are achieved by operation in accordance with the documented quality system. Specific Client requirements are identified and documented during the contract review process allowing these requirements to be communicated and achieved, ensuring satisfaction of all Clients declared needs.

5. Document and Data Control

5.1 Process Control

Process control is defined in each of ABC's processes. The process owners utilize the process control points as defined by their specific process product or service quality control is defined in the individual project plans developed by the Project Manager. In addition, cross-functional project teams meet regularly during the product development process to review progress against the plan and to identify problem areas.

5.2 Quality Records

Storage facilities are allocated which ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and other agents, which could cause premature deterioration. Where records are maintained on computer magnetic media, and these are subject to "back-up" at regular intervals, with the "back-up" information being stored in a

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protected location to ensure security from loss/damage of active data. All records are retained for a minimum of 2 years.

5.3 Inspection

A standardized inspection form makes it easy for clean inspector to check the condition of the facility. Inspections are scheduled in advance so that there is no question about when the facility will be inspected.

Buildings are inspected on schedule and reported to ABC Clean management. Management reviews the inspections and acts to address any issues immediately the inspection results are communicated back to the client. Satisfactory items, as well as the items needing attention, are reviewed with our employees so they are aware of the service quality of the building and are a part of making it even better.

Tracking inspection results shows us the service level in each facility on an ongoing basis to ensure consistent quality. Tracking will also allow us to identify trends and in turn increase the value of your service.

5.4 Re-Calibration

ABC provides a check for re-calibration scheduled for each item according to the type of equipment and/or device to be calibrated in order to maintain the quality of the output of all assets. All adjustments will take place in this plan; this action would result with a complete reporting system that evaluates the calibrated items and recommend any necessary repair or replacement of any parts of the checked items.

In order to manage the quality plan, ABC recommends replacing all consumable in the beginning of the maintenance period in order to hold track to the readings of the life time of these items in order to assure proper scheduling of future replacement durations.

6. Safety and compliance

ABC puts people first. The health, safety and welfare of our customers, employees and the communities we serve are paramount.

Thorough and ongoing employee training programs ensure that our specialists are completely competent in the use of cleaning equipment and the application of products. We emphasize risk avoidance in all of our training materials and classes.

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To help maintain the integrity of your building's security, employees are always identified clearly by their ABC Clean uniforms.

Extensive testing of exclusively developed products, processes and equipment protect your property and our employees.

Our environmental stewardship policies guide our use and disposal of potential contaminants and regulated waste.

Our documented safety policies are distributed and enforced regularly to guarantee awareness and consistent compliance.

7. Training

All employees are encouraged to participate in training programs. Training needs for individual employee development are reviewed, negotiated and agreed upon annually between the employee and their immediate supervisor, and are included as part of the individuals objectives package. Organization-wide training needs are met through developing, customizing or procuring training programs, General, topical or functional area training courses are made available from qualified sources.

Employees training needs are reviewed annually as part of the employee performance assessment process and objectives setting.

The Management of ABC has established the company's environmental policy in order to ensure effective measures in dealing with the current environmental problems, which may have adverse effects on the community, country and the world as a whole. ABC will continue to protect and conserve natural resources and develop effective resource management techniques as well as promote greater awareness among, and provide up-to-date information to staff, customers and the public as follows:

Follow the given environmental guidelines, which involve all of the company's activities, both directly and industry, to establish confidence among staff, customers and the public.

Develop and improve environmental management systems which involve all of the company's activities to help reduce pollution on a continuing basis, and with clear objectives, operational plans, and evaluation techniques.

Possible impact on the environment will be taken into account in all the company's services and other related activities. Special emphasis should be placed on the use of limited resources in order to yield maximum benefit to the organization and society.

Create greater awareness and conduct staff training on environmental issues to ensure an effective environmental management system.

Provide sufficient information and cooperate closely with all employees, customers, and organizations of both the government and private sectors to promote a positive image and understanding of the company's environmental management techniques. ABC recognizes the importance of protecting the environment. Therefore, ABC Management has established environmental policy in line with ISO standards, as follows:

Compliance with all applicable environmental regulations governing the various activities conducted on the premises.

Conservation of resources, especially electricity and water, by maintaining proper control to ensure that they are used efficiently to avoid unnecessary waste.

Continuous development of an effective environmental management system with precise objectives, goals, action plans, monitoring and evaluation techniques, as well as training and campaigns as needed to create awareness in order to achieve desired results.

Dissemination of relevant data and information about environmental concerns and cooperation with employees, customers, government agencies, the private sector, as well as the general public on environmental issues This environmental policy, established for ABC, provides guidelines for best practices to achieve desired results in line with the Corporate Environmental Policy.

8. Quality Control Evaluation Criteria

The Following part includes the main basis for measuring the quality of our services and these rules are the project manager's responsibility and under the supervision of your respective site representative.

The main criteria for quality evaluation are:

1. General performance level evaluation
2. Service Questionnaire
3. Complains Registry
4. Mutual Monthly meeting
5. Annual Report

8.1 General performance level evaluation

The general performance is evaluated using the following tools:

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Execution of monthly activities program that is measured based on works completion as per monthly schedule.

Labor availability whom are specified for daily services except during the break period for 15 minutes in addition to Lunch /dinner time for 20 minutes so as to have one employee at Least for every location all over the morning Interval.

Weekly inspection that is achieved by the project manger and the site representative once per week to evaluate the service performance with providing the suitable suggestions & recommendation to improve the services level & that inspection is to be held randomly without any previous notification.

8.2 Service Questionnaire

A service Questionnaire form is to be weekly distributed upon 10% of the services beneficiary under the supervision of the project manager and this model is to be collected in the same day and all opinions & suggestions mentioned in this form will be revised to improve the performance level. These opinions review may serve other departments through the suggestions and recommendations mentioned in the form to improve the level of the services.

8.3 Complains Registry

The phone call complains that are received either from the customers or the departments' managers or site administration will be documented in a daily file or this file will be reviewed periodically by the project manager. The project manager will manage solving these complains in the optimum time unless these complains does not concern our services.

8.4 Mutual Monthly Meeting

The meeting will be held on regular basis with the attendance of the site administration and company representatives.

The following points are discussed in these meetings:

- Rate of performance level
- Production evaluation
- Work planning

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The project manager sets these meetings date and time in accordance with the site administration before the meeting by a week at least, specifies the subjects to be discussed in the meetings and contributors names, and finally prepares the meeting schedule.

8.5 Annual report

The project manager prepares the annual report to notify the site administration.

General Performance level Evaluation using the agreed upon and accepted measuring tools, which are:

- Monthly work execution
- Weekly Inspection results
- Services Questionnaire
- Complains Registry
- Mutual Monthly Meeting
- Monthly and Annually production hours

Project Prizes for Excellence Results:

These are the inspection results that were held in order to evaluate the performance level of the project Administration.

The competition upon the best performance prize (Excellence prize) in the project, that prize is divided into:

- Best Service Performance prize
- Best training and development prize
- Best Administrative support prize
- Best project Administration prize