



As part of our standard offering, Springs introduced the Qsi Model.

To the best of our ability, we aim to excel in;

- **QUALITY**
- **SERVICE**
- **INTEGRITY**

QUALITY

All members of Staff continuing to deliver the highest levels of quality work. Staff will be supported by ongoing Training Reviews continually learning new methods, processes and techniques.

SERVICE

Behaving in a professional manner, being courteous, polite and helpful at all times. Encouraging Staff to use initiative, enterprise and enthusiasm in delivering a positive experience at every opportunity. Always listening to Customer comments and challenging our approach whenever necessary.

INTEGRITY

We operate with Integrity, Transparency and Honesty in all we undertake. Taking the moral high ground, being vigorous and accountable in all of our actions whilst on customers property.

This will be our benchmark in we do and will continue to review our processes and working methods to ensure that we deliver the very best to each and every customer.

> WHY??

*Because we want to be the very best we can be!!
We want to build a business that others aspire to, one that can challenge normality and change the world in which we live.*



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