



Integrated Management System (IMS) Objectives for Decent Services Ltd trading as Decent Cleaning.

1. ISO 9001: Quality Management

- **Consistent Cleaning Quality:** Establish processes to ensure that all cleaning tasks meet the defined standards, irrespective of the location or team involved.
- **Customer Satisfaction:** Prioritise comprehending and fulfilling customer needs and expectations by obtaining regular feedback and fostering continuous improvement.
- **Process Optimisation:** Streamline cleaning procedures to enhance efficiency, cut costs, and minimise waste.
- **Documentation & Training:** Document processes and offer thorough training to staff to guarantee consistency and competence.
- **Enhanced Reputation:** Demonstrate a dedication to quality, enhancing customer trust and loyalty.

2. ISO 14001: Environmental Management

- **Environmental Impact Reduction:** Cleaners can reduce their environmental footprint by utilising eco-friendly products, reducing waste, and conserving resources.
- **Sustainable Practices:** Adopt eco-friendly cleaning methods by utilising biodegradable products, reducing water usage, and encouraging proper waste management.
- **Compliance:** Guarantee adherence to applicable environmental regulations and standards.
- **Cost Reduction:** Identify opportunities to reduce environmental costs through efficient resource management and waste reduction.

3. ISO 45001: Occupational Health and Safety

- **Employee Safety:** Prioritise the health and safety of employees by identifying and mitigating workplace hazards, providing appropriate training, and ensuring compliance with health and safety regulations.
- **Reduced Accidents & Incidents:** Implement measures to prevent accidents and incidents, such as providing personal protective equipment (PPE), conducting regular safety inspections, and promoting a safe work environment.
- **Improved Morale:** Create a safe and healthy work environment to improve employees' morale and productivity.
- **Legal Compliance:** Ensure compliance with relevant health and safety legislation.
- **Enhanced Reputation:** Demonstrate a commitment to employee well-being, which can attract and retain skilled staff.

4. Operational Efficiency:

- Streamline processes to reduce duplication of efforts and improve overall performance.

- Integrate quality, environmental, and safety management into a unified framework for better coordination.

5. Regulatory Compliance:

- Meet legal and regulatory requirements for quality, environmental, and occupational health and safety standards.

6. Continuous Improvement:

- Foster a culture of continuous improvement to enhance service quality, environmental performance, and workplace safety.

7. Cost Reduction:

- Optimise resource usage and reduce costs by improving efficiency and minimising waste.

8. Reputation Building:

- Demonstrate commitment to quality, sustainability, and safety to attract more clients and build trust.

9. Leadership Commitment:

- Secure strong leadership commitment to the integrated management system and ensure it is communicated throughout the organisation.

10. Training and Communication:

- Thoroughly train staff on integrated management system requirements and ensure communication. Foster a culture of accountability, collaboration, and continuous learning to encourage employee participation in IMS initiatives that align with organisational goals and values.

11. Stakeholder Communication and Transparency

- Maintain open and transparent communication with stakeholders, including clients, employees, suppliers, regulatory authorities, and communities, to build trust, accountability, and long-term relationships.

Decent Cleaning: The company prioritises IMS objectives for operational excellence, including quality standards, environmental responsibility, and occupational health and safety. It continually enhances customer satisfaction and stakeholder value in the cleaning industry.

Managing Director

