

## 1SC GUARDING LIMITED

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### Internal Operational Quality (Key Performance Indicators) Objectives

**Our 'general' objectives** are:

- To enhance and improve our operation and services,
- To maintain existing business, plus to develop it in a controlled manner.
- On an ascending satisfaction scale of 1 to 5, to consistently achieve high scores.
- To react to scores of 3 or less within one working day.

**Our 'specific' objectives** as they relate to our service to our clients are:

**1. Assignments fully staffed in a timely manner.**

*This relates to the necessity both of always having the required manning levels whilst ensuring that employees do not work excessive hours.* Frequency of monitoring / reporting = weekly (telephone)/monthly written

**2. All Operatives to conform to Clients specification; to be well groomed and smartly turned out**

*This being a service/compliance perception issue.* Frequency of monitoring / reporting = As at 1. above

**3. All Operatives to be appropriately trained in compliance with both SIA and Client's requirements.**

*This relates both to Client perception and our ability to remain ACS approved.* Frequency of monitoring / reporting = As at 1. above

**4. An appropriate member of 1SC Management will react to any Client complaint within one working day.**

*This being a measure of perception of Service.* Frequency of monitoring / reporting = As at 1. above.

**5. Quality of reaction, feedback and problem solution to be of a standard that will always achieve a win/win situation of complaint resolution.**

*This being a compliance issue.* Frequency of monitoring / reporting = As at 1. above.

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**6. Clients will be visited by an appropriate 1SC Manager at least once in every calendar month and more often if needs be in consultation with the Client.**

*This being a measure of perception of service* Frequency of monitoring / reporting = As at 1. above.

**7. Actual performance will always equate with SLA's/AI's.**

*This being an actual measure of service provision.* Frequency of monitoring / reporting = As at 1. above.

**8. To present accurate and complete invoices in a timely manner and at agreed intervals.**

*This being a measure of perception of financial probity.* Frequency of monitoring = As at 1. above

**9. To monitor and record our Client's overall level of satisfaction with our service.**

*Internal performance measure.* Frequency of monitoring / reporting = As at 1. above.

The above accords entirely with the 1SC Guarding Ltd policy that all targets will be standard throughout and are

Specific, Measurable, Accurate, Reliable and Timely.

To that end it should be the objective of the person carrying out monitoring surveys to ensure as far as possible that responses are sought from the same person on each occasion, thus ensuring continuity of opinion.