



The Callver Group Ltd

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## Quality & Performance:

The Callver Group Ltd T/A The Callver Cleaning Co

2025- 2026

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### Our Commitment to Quality

At Team Callver, quality is more than a policy – it's a way of working. Every clean, every shift, every site reflects our ongoing mission: to provide the best commercial and office cleaning service it's possible to deliver. From daily office cleans to specialised commercial services, our goal is always exceptional standards, satisfied customers, and continuous improvement.

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### Our Quality Management System (QMS)

Team Callver's leadership is fully committed to:

1. Developing and improving our Quality Management System
2. Continually increasing the effectiveness of our systems, practices and service delivery
3. Enhancing customer satisfaction at every opportunity

We implement this through:

- Regular management reviews, audits, and improvement plans
- Setting and reviewing clear quality objectives
- Sharing knowledge and importance of compliance across all departments
- Ensuring availability of people, tools, and resources

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### Our Approach to Excellence

Team Callver aims to:

- Consistently meet and exceed customer expectations
- Create clear processes that ensure consistency and high performance
- Integrate quality thinking into every role, from operatives to leadership
- Ensure compliance with legal, regulatory, and industry standards

This commitment is documented in our Quality Manual and shared with every member of the team. We expect everyone in Team Callver to take ownership of their role in achieving excellence.

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### Team Callver's Quality Values

We are committed to:

- Listening to our customers and acting on their feedback
- Eliminating errors and inefficiencies through thoughtful service reviews
- Providing in-depth and practical staff training with a "do it right first time" ethos
- Building strong relationships with landlords, property managers, and commercial partners
- Investing in equipment, systems and sustainable cleaning solutions
- Staying honest, transparent, and professional in everything we do
- Making sure that all staff have access to the guidance and tools they need to succeed





## Performance in Practice

Our performance strategy includes:

- Regular performance audits and site inspections
- Transparent and measurable KPIs
- Ongoing support and supervision for cleaning operatives
- Feedback loops between clients and operations
- Recognition and reward of high-performing team members
- Alignment of quality practices with our Environmental and H&S policies

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## Cleaner Responsibilities

All Team Callver cleaners play a vital role in maintaining our reputation for excellence. Every operative is trained and expected to:

- Follow defined processes with attention to detail
- Communicate clearly with site leads and managers
- Respect client spaces and treat all sites as if they were our own
- Report any issues or concerns that could affect service levels

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## Implementation and Review

- This policy is reviewed annually and updated to reflect client needs, industry shifts, and company growth
- All employees are provided with access to this policy and the full Quality Manual
- Directors oversee compliance, performance monitoring, and the drive for continual improvement
- Reviews are supported by audits, customer feedback, and operational meetings

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## Final Word from Team Callver

Quality isn't just about looking good – it's about building trust, delivering results, and creating cleaner, healthier spaces. At Team Callver, we commit to doing things properly, proudly and professionally. We strive to go beyond expectations – because that's the Callver standard.

Questions or suggestions?

Speak to us or email [team@callver.com](mailto:team@callver.com)