



## Reliable and Defect-Free Service: It Doesn't Happen By Accident

## How We Consistently Apply our Quality Assurance Program



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PARTNERS IN  
CONTRACT SERVICE  
EXCELLENCE

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**Established Goals:** Each facility has unique expectations for contract services and its own definition of “clean”. Goals are built around your clearly defined expectations

**Proactive Management:** Continuous communication between your management and ours allows IH Services to incorporate your day-to-day concerns into our schedule, and to monitor any changing situations or special needs.

**Engineered Job Schedules:** IH Services’ Industrial Engineering Department will establish a detailed job schedule for each associate. This allows our on-site management to monitor each associate and the work they are performing.

**Daily and Weekly Inspections:** The on-site Account Manager for IH Services conducts daily and weekly inspections to ensure conformance to requirements.

**Monthly Quality Audits:** The District Manager will conduct a formal monthly quality audit. A plant representative is encouraged to participate and results will be reviewed and action taken based on these results.

**Customer Feedback:** Each of IH Services’ manager’s responsibilities revolve around monitoring our service and communicating with you and your team. This communication helps us to keep track of changing situation and anticipate special needs. Also, our President sends out a Customer Satisfaction Survey every six months.

**Scheduled Partnership Reviews:** IH Services’ Account Managers are available for your weekly staff meetings. Also, our Regional Vice President, Operations Manager and District Manager have regularly scheduled meetings with plant personnel.

**Continuous Improvement:** At IH Services, we are constantly striving to find new methods, supplies and equipment to give you a neat, clean place to work. We consider your success an important measure of ours.

