

OUR AIM

Welcome to CCS

Our aim is to develop a successful partnership with all our clients by meeting the following objectives:

1. Financial

Constantly reviewing operating costs by eliminating excessive wastage and profligate usage of materials and consumables, whilst retaining or improving standards of service. To access modern techniques, methodology and technologies.

2. Reliability

By providing a service that is consistent and dependable, and performing the service right the first time. Keeping promises and agreements.

3. Responsiveness

Being willing to provide a timely service.

4. Competence

By employing and training operatives with the skill and the knowledge to provide the type of service provided.

5. Accessibility

By providing a suitable management structure that has the ability to effectively respond to requests from clients.

6. Communication

By establishing effective lines and methods of communication to ensure that all matters are dealt with effectively and promptly.

7. Courtesy

To ensure that all CCS staff and operatives are both polite and well presented.

The output from the above measures shall gauge the effectiveness of the contract for discussion in review meetings scaled at 1 to 10.

Keeping
promises
and
agreements

Providing
a service
that is
dependable

For further
Information or
survey Contact
John Davie.