

## 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