

# Introduction

The Department of General Services recognizes its responsibility as a provider of quality services. To this end, we have voluntarily developed and documented ISO 9000- based control system. This manual provides comprehensive evidence to all customers, suppliers and employees of what specific controls are implemented to ensure service quality.

## Our Commitment to Service

The Warehouse and Distribution Division accepts responsibility for complete satisfaction of its customers. We exercise this responsibility through the adequate training of our employees, adherence to policy and procedures, the use of quantifiable metrics and total commitment to meeting and exceeding customer expectations. We will also maintain an organizational culture that is unyielding in respect for our employees and safety, embraces diversity and fosters continuous improvement.

## Mission Statement

It is our goal to meet and exceed our customer's needs by accepting total responsibility for their complete satisfaction. We will accomplish our goals with professionalism and prompt, courteous service.

## Our Goals

Quality Management System: Ensuring that all resources are needed to achieve the objectives are identified and planned.

Standard Operating Procedures: DGS has established and maintains documented policies and procedures to ensure the sequence of processes is conducted in a controlled manner.

Concern Resolution Process: This process applies suitable methodologies for measurements and monitoring of customer requirements and standard industry metrics. These metrics are accomplished using Six Sigma doctrine.

Management Commitment: We recognize the importance of making substantial contributions to the success and growth of the organization. We will continue our success with sound fundamentals; supporting employees in all their endeavors and ensuring our customer service and customer relationships remain strong.