

Umana Yana
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Quality Management Statement

Umana Yana was established in June 2009 to provide Guyanese Cuisine to the general public. We are based at 294 Croxted Road, Herne Hill, in the London Borough of Southwark, and pride ourselves as a family business.

Quality is important to our business because we value our customers. We strive to provide our customers with quality food that is carefully prepared using the finest quality ingredients, especially cooked and prepared fresh on the premises. We pride ourselves that our food is the finest Guyanese Cuisine you will taste, which is of the highest standard, with excellent customer service that exceeds expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:-

1. Regular collation and monitoring of customer feedback.
2. Robust complaints procedure.
3. Selection and performance monitoring of suppliers against set criteria.
4. Training and continuous development for our employees
5. Regular audit of our internal and external processes.
6. Measurable quality objectives which reflect our business aims.
7. Management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed on a quarterly basis and are held in a Quality Manual which is made available to all staff.

This policy is posted on the Company Notice Board.

Although the Managing Director has ultimate responsibility for quality control, all staff has responsibility within their own areas of work to ensure that quality is embedded within the whole of the company.

Signed:.....

Position:.....

This revision dated:.....

Latest review dated:.....