

CAPABILITY PROFILE



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1. Company Overview

1.1 Company Introduction



GRANDFIX Technical Services, established in 1995, strives to maintain, and care for the Residential & Commercial Assets using our dedicated, reliable, and efficient team of professional experts. We specialize in residential and commercial property maintenance solutions.

Our scope of services covers Air-conditioning Systems, Electrical Works, Plumbing Works, Painting Works Carpentry Works, Handyman Services, Renovation Works, Cleaning Services and Specialized Services. We are quick to respond, reliable, and efficient which will hopefully allow us to be distinct from the market giving you the confidence to choose GRANDFIX Technical Services for all your technical support needs.



We strive to provide quality and value-added property maintenance solutions to our customers and aim to be the preferred choice amongst service providers. We measure our success by utmost customer satisfaction and the retention of customers.



Our goal is to assist our customers in identifying their property / facility maintenance needs. We provide service excellence by being *Close Enough To Care* and implementing maintenance solutions that enhance the quality of our client's properties.



- Customer Centricity
- Reliability
- Team Spirit
- Commitment
- Respect
- Safety & Environment Friendliness

Quality Policy Statement

GRANDFIX Technical Services U.A.E. provides a comprehensive range of property maintenance services to customers and is fully committed to meet and satisfy the customer needs and expectations and is dedicated to all aspects of Quality where the objective is optimum Customer satisfaction.

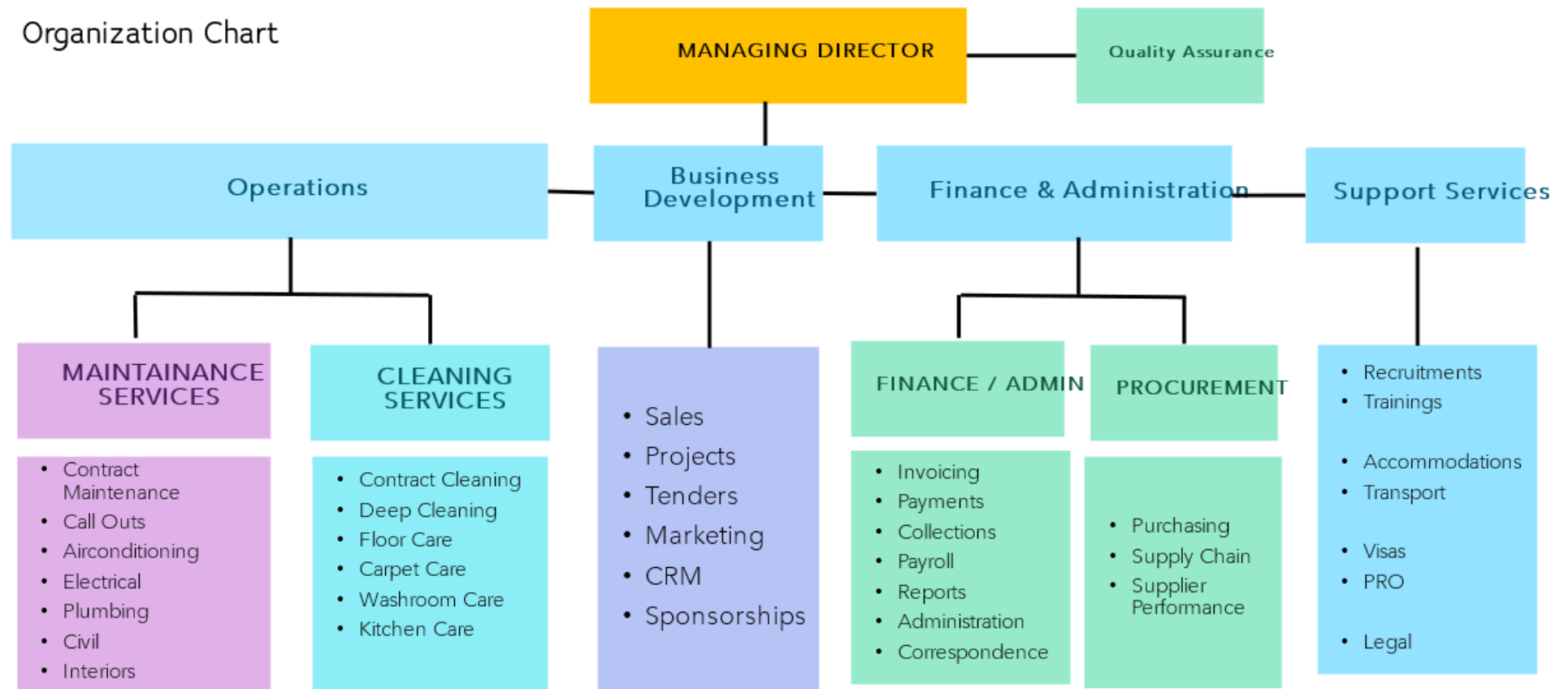
We shall provide warm, friendly, reliable, and cost-effective services continually monitored and improved by professional staff that understand and believe in the importance of service quality.

We will continually improve our Management System, providing a secure platform for development and implementation of various Quality Improvement initiatives.

1.2



Organization Chart



1.3 Infrastructure

The Group has determined, provided and maintained the appropriate infrastructure needed to achieve conformity to service requirements. The infrastructure includes the following resources.

Company Name	<ul style="list-style-type: none"> • GRANDFIX TECHNICAL SERVICES
Customer Service	<ul style="list-style-type: none"> • 24 Hours Service / Customer Care Agent
Personnel	<ul style="list-style-type: none"> • Over 50 employees
Transport	<ul style="list-style-type: none"> • Over 10 vehicles
Equipment	<ul style="list-style-type: none"> • Over 30 pieces of operational equipments
Accommodation	<ul style="list-style-type: none"> • 3 Accommodation Facilities
Quality Assurance	<ul style="list-style-type: none"> • Quality Inspections • Management Systems
Affiliated Association	<ul style="list-style-type: none"> • Dubai Quality Group • Excellence Award Associations
Charities Supported	<ul style="list-style-type: none"> • Charity (In-House Policy)
Bankers	<ul style="list-style-type: none"> • Emirates NBD • RAK Bank
Auditors	<ul style="list-style-type: none"> • SKM International
Insurers	<ul style="list-style-type: none"> • Oman Insurance
Key Personnel	<ul style="list-style-type: none"> • Mr. Mahboob Savant – Managing Director • Mr. Faizan Shaikh - Finance Executive • Mr. Noman Kondkari - Operations Manager • Ms. Lubna K - Marketing / Admin Executive • Ms. Nagma S. - Quality Manager • Mr. Mohammad Ahmad - Operations Controller

2. Services Offered

2.1 Cleaning Services



Our Scope of Work Covers

- Contract Cleaning
- Floor Care
- Carpet Care
- Kitchen Care
- Washroom Care
- Upholstery Cleaning
- Window Cleaning
- Apartment and Villa Cleaning

2.2 Specialized Services

Our Scope of Work Covers

- High Access Cleaning
- High Pressure Cleaning
- Marble Crystallization
- Dry Foam Shampooing
- Home Help



2.3 Maintenance Services

Our Scope of Work Covers



- Airconditioning Systems
- Electrical Works
- Plumbing Works
- Painting Works
- Carpentry Works
- Renovations
- Home Smart Systems

3. Method of Operation



3.1 Operations Management

Prior to Job Commencement

Upon notification of selection as the preferred service provider, meeting is arranged with the client representative to develop operational procedures and instructions for the site. This information ensures that all personnel, equipment, training and operational requirements are in place to make certain the smooth commencement of services. All contracts have clear site requirements. These requirements are defined only after consultation with the customer.

Ongoing Service Review Meetings

During the service tenure the Operations Manager/ Supervisor with client representative holds a joint "Service Review Meetings where the key performance indicators assist to ensure that we provide a consistently high standard of service. This ultimately results in identifying any areas of improvement at the earliest opportunity.

Customer Property

Special care is exercised with customer property while it is under our control; or being used by our operations personnel. We identify, verify, protect and safeguard customer property provided for use or incorporated into the provision of services. If any customer property is lost, damaged, or otherwise found to be unsuitable for use, it is reported to the customer and records maintained.

Quality Assurance

Our main methods of Quality Control are exercised through:

- Carrying out inspections by our Operations Manager / Supervisor at planned intervals; and
- Obtaining client feedback on the jobs in progress or completed.

Operational Control (Quality, Health & Safety (QHSE) Management)

We identify activities that are associated with the QHSE risks where control measures need to be applied. Those activities are carried out under specific conditions by:

- a) Establishing and maintaining procedures to cover the situations where their absence could lead to deviations from the QHSE requirements,
- b) Establishing and maintaining procedures for the ongoing identification of QHSE related issues,
- c) Ensuring that pertinent QHSE information is communicated to and from employees and other interested parties.
- d) Ensuring that its employees working at each relevant function and level are aware of the importance of conformance to the QHSE policy and procedures.

3.2 Supplier Control

We have established effective and efficient processes to identify potential sources for purchased materials and to evaluate their ability to supply the required products in order to ensure the effectiveness and efficiency of overall purchasing process.

Typical inputs to the supplier control process include:

- Evaluation of relevant experience;
- Performance of suppliers;
- Supplier assurance throughout the intended period of supply and co-operation;
- Supplier response to inquiries, quotations and tendering;
- Supplier service and support capability;
- Supplier logistic capability
- Supplier awareness of and compliance with relevant statutory and regulatory requirements.

We evaluate and selects suppliers based on their ability to supply products in accordance with the company requirements.

3.3 Customer Care



We ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction. Effective arrangements for communicating with the customers are always ensured in relation to service information, enquiry handling and customer feedback including customer complaints.

The Support

We assist our customers in getting assistance through dedicated staff. Customer can call and place a request, make an enquiry or even further raise a complaint/issue. A process flow of information from hereon starts to ensure that the customer is responded as quickly as possible. The helpdesk provides the best in services to our customers and it builds and enhances customer relationship.

Customer Satisfaction

We monitor information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information are determined and implemented by;

- Jointly establishing a clear understanding of customer's needs and expectations,
- Setting goals to secure opportunities for continuing partnerships,
- Evaluating, recognizing and rewarding efforts and achievements of customers.

4. Human Resources

4.1 People Management

It is our policy to provide management and cultural support for all areas of Human Resource Management, namely employment, training and career development.

Competence

We ensure that the necessary competence is available for the effective and efficient operation to provide the services. Personnel performing work affecting service quality are competent on the basis of appropriate education, training, skill and experience.

Staff Motivation

Following approaches have been implemented towards staff motivation.

- Monthly Awards
- Special Achievement Awards
- Annual Awards
- Length of service awards
- Productivity Awards

4.2 Training & Development

We ensure that the appropriate training is available and provided to every member of staff.

Methods of Training

- Training sessions are carried out on site or at supplier's premises with various training aids and using training programmes as guideline.
- Professional Suppliers are used for training on specific equipment.
- Instruction Videos are used as a back up to the training sessions carried out by the Company Training Officers and suppliers.

4.3 Staff Uniforms

We give regards to the presentation of the personnel with particular importance. The issued uniform is the uniform to be worn. Should the customer feel it is appropriate; we would welcome the opportunity to discuss design of a specific uniform.

All staff will be required to wear a company identity card. The ID card carried by our staff can be designed to meet customer specific requirements, but generally incorporates the following as a minimum:

- Company Logo
- Employee code number
- Colour photograph of the employee
- Employee name and designation

5. Proven Experience CLEANING SERVICES



MAINTENANCE SERVICES

