

Quality Assurance Policy

The right people, the right place, the right time

Mission Statement

Customer satisfaction is essential to the success of Quay People. Our mission is to be recognised by our customers and staff alike as their first choice recruitment agency. We aim to:

- Ensure we fully meet our customers' requirements
- Provide our services in a manner that respects society, the law and the environment
- Provide a service that our customers value

Quality Policy

Janette Withey, Managing Director of Quay People, has implemented the quality policy and is responsible for ensuring the above mission statements are met and improved upon whenever possible. This policy will be constantly updated and reviewed throughout the year or at least quarterly.

Quay People is also a member of The Recruitment & Employment Confederation that ensures we follow The Code of Good Practice for Employment Agencies. The REC can check we comply with the code ethically, professionally and to the highest standards possible.

Quality Initiative

To demonstrate the company's commitment to quality, our Quality Initiative is designed to monitor and continually improve our service. We ask our clients and candidates to complete our quality documents, which helps us to understand their requirements, to ensure speed of service and accuracy in matching candidates to jobs, to promote efficiency and to ensure overall satisfaction with our service. Candidates' information is equally important as this enables us to monitor morale and perceptions, which in turn helps us to retain quality staff.

Understanding our clients' needs is key to our operation along with providing tangible proof of our services in simple and clear documentation. All of our temporary staff are referenced before taking up assignments, all interviews are carried out face-to-face, tests are given to all candidates and the recruitment process is comprehensively documented.

Quay People works in partnership with our suppliers to ensure all parties understand our business. Our suppliers are loyal to us, and in most cases they are clients as well. In this way, we can ensure that information and terms are prompt and reasonable. Our accounting methods are on modern software packages and include direct payments to temporaries and suppliers for a fast and efficient process. Our bankers are regularly kept up to date, including an invoice discounting service to ensure payments are met, which allows us to expand at a moment's notice.

Reviews

As our industry changes with the economy, the need to constantly improve quality of service is vital and never-ending in order that we remain competitive within a very dynamic industry.

Signed



Date: February 2007