

Quality Assurance Policy

2018

valwade
RECRUITMENT



Quality Assurance Policy

Quality is essential to our business because we value the people we service both our candidates and our clients. We strive to exceed their expectation at every interaction with our business. We are committed to continuous improvement and have established a Quality Management System that encompasses a number of measures to consistently improve the quality of the service we deliver.

Furthermore as a framework supplier, we are committed to perform regular internal auditing of our systems and processes, and to ensure innovation and improvement throughout the lifecycle of the agreement.

Val Wade Recruitment utilises the following systems and procedures to deliver this improvement:

1-Regular gathering and monitoring of customer feedback either via telephone or Survey Monkey.

2- We have a customer complaints procedure that encompasses a full escalation process with clear timescales.

3-We vet our suppliers against set criteria's and ensure they hold the same values around quality and customer service.

4-We train and induct our staff against our range of policies and procedures and ensure customer service training as well as legislation training is provided. These topics are covered in our consultant handbooks.

5-We perform quarterly internal audits on a range of our temporary workers. These internal audits are enforced by a candidate vetting monitoring tool which details the clearance status of each of Val Wade Recruitment's temporary workforce.

6-We measure customer feedback against our staff's performance within appraisals and monthly reviews.

7- We regularly self audit both our front and back office processes to drive quality and improvement and to ensure 100% delivery against the frameworks we service.

8- We invite the Recruitment and Employment Confederation (REC) to audit our systems and processes on a yearly basis to continue our improvement and maintain our REC Audited accreditation.

9- We regularly vet our IT systems against vulnerability utilising our internal IT Manager and invite a suitably qualified and authorised organisation; to vet our systems yearly to ensure we retain our Cyber Essentials Accreditation.