Adore RECRUITMENT UK

OPPORTUNITY MEETS PASSION

QUALITY POLICY

It is the policy of **Adore Recruitment Limited** to maintain a quality system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of **Adore Recruitment Limited** to:

- Our Management Team are committed to analysing customer feedback data, internal performance data, financial performance data and business performance data at regular Management Reviews on a quarterly basis to ensure that our Quality Objectives are being met.
- We are committed to deliver our services to specification 100% of the time
- We are committed to deliver our services on time 100% of the time.
- In the event that a mistake is made, we will communicate this to the relevant party in a timely and honest manner and rectify the situation as quickly as possible.
- We are committed to deliver our services to the price quoted 100% of the time.
- We will always conduct our business in an ethical and professional manner.
- We maintain our supply chain in order to ensure all required goods or services are available to the business in a timely and affordable manner.
- The reputation of the business with both candidates and clients is incredibly important and is monitored continuously by means of feedback and reviews received.
- We ensure continuity of services by maintaining our key personnel which is achieved by regular meetings with senior management to discuss performance and issues along with annual appraisals.
- We aim to ensure that in the event of a complaint being received from either a candidate or client that is is resolved in a timely manner and to the complainant's satisfaction.
- We aim to negate the risk of bad debtors by ensuring credit checks are undertaken prior to agreement of terms and monitored throughout trading alongside credit control monitoring.
- We aim to adhere, without fail, to all legislative requirements applicable to our organisation.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.



Samantha Clark
Director
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REC Corporate Member

ISO 9001

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