



**Quality Assurance
&
Quality Policy**

QUALITY ASSURANCE AND QUALITY POLICY

At TPP we are committed to our total quality management programme – and to the processes, measurement and continuous improvement that are the foundations of quality management. We are determined to improve standards within the recruitment industry and within our own organisation.

Quality is a fundamental business principle for TPP with quality improvement being the job of every employee in our organisation.

Objectives:

- To work in line with best practice
- To achieve and maintain a level of quality which enhances our reputation with our clients and candidates
- To endeavour to maximise customer satisfaction at all times

In order to ensure that we achieve the above objectives, we have specified a range of quality processes that are in line with best practice recruitment standards. We believe these processes will help our clients and candidates assess our effectiveness and reinforce our commitment to maximising customer satisfaction at all times and ensuring that:

'WE MATCH THE RIGHT PERSON TO THE RIGHT JOB'

- 95% of all telephone calls answered within three rings;
- comprehensive details of each vacancy or assignment taken and documented to ensure full understanding of a client's requirements;
- all clients are briefed on the TPP operating procedures when selecting the right recruits for their organisation;
- we respond to an order for a temporary within a maximum time of 30 minutes;
- all new clients are offered a face-to-face meeting;
- in-depth interviews conducted with all candidates to identify their requirements and where applicable offered training to enhance their skills thus ensuring they have a variety of work;
- every candidate put forward to a client for a specific permanent vacancy is interviewed against appropriate selection criteria;
- candidates' details will only be submitted to a client once prior consent has been obtained from the candidate

- all temporaries and permanent candidates receive detailed briefings about their temporary assignments and permanent vacancies and are given feedback post assignment or interview;
- recruitment campaigns are continually planned to ensure sufficient numbers of suitable candidates available to clients' needs;
- the Company generally recruits employees capable of meeting the skills, experience and educational requirements of the Company's activities. All TPP consultants are trained in internal processes, to a level that exceeds industry-recognised standards and formal internal audits are carried out by Senior Management on a regular basis. Full records are maintained on all training undertaken by employees;
- customer complaints are subject to review and rectification by nominated individuals. The type and extent of the complaint is documented in order to establish trends and identify possible areas for improvement. The corrective action required to prevent a recurrence is evaluated, documented and its effective implementation monitored;
- we actively encourage feedback from clients and candidates to ensure best practice occurs and this feedback is regularly reviewed to ensure continuous improvement.

Our commitment to the above processes is such that we are confident to fund an audit by the regulatory body for the recruitment industry, the Recruitment and Employment Federation and achieve the 'REC Audited' gold standard.

The REC Audited logo demonstrates that an independent firm of auditors have comprehensively assessed our business and we are fully compliant with industry regulations and best practice. The standard offers official endorsement that we are conducting our business lawfully and ethically.