



# Quality

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## Policy Statement

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**The First Recruitment Group Quality Policy is appropriate to the purpose and context of the company and its strategy. It also provides a framework for our quality objectives. We are committed to meeting all applicable requirements and the continual improvement of our Quality Management System.**

First Recruitment Group is committed to:

- Providing customers with high quality recruitment solutions which meet or exceed expectations, applicable requirements and that are fit for their purpose.
- Operating the business to the systems required by ISO 9001:2015.
- Enhancing the skills of management and staff through actively pursuing an on-going performance review, training and development policy. The objective of which is to continually develop our staff to excel in their performance and to be accountable and professional in their work.
- Promoting the culture of continual improvement and the philosophy of “right first time”. We continually improve by seeking regular feedback from our clients, candidates and other interested parties and acting on that feedback with integrity, clarity and respect.
- Promoting the quality management systems and ensuring implementation is achieved by the plan-do-check-act (PDCA) method.

We believe that we are all responsible for the quality within our company and for maintaining the highest standards.

### **Quality Objectives:**

First Recruitment Group specific quality objectives are:

- To conduct a minimum of four Management Reviews annually
- To conduct a minimum of four internal client audits annually
- To conduct at least 12 Safety Walks annually

This Quality Policy and our objectives are communicated to the business through:

- The company induction
- In the company weekly newsletter
- At the employee appraisal
- Posted on the Health & Safety noticeboard

This policy will be reviewed periodically to ensure it remains current and for purpose.



CEO \_\_\_\_\_

Date\_\_05.09.2018\_\_\_\_\_

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