

deanston cooper

QUALITY POLICY

Deanston Cooper Ltd is committed to providing our clients and candidates with the highest possible level of service. This commitment encompasses all processes required to ensure quality service and client and candidate satisfaction in an efficient and effective way. To this end we will regularly set documented objectives and targets, to help monitor progress in achieving them.

OUR COMMITMENT IS TO:

- Continually provide high quality, ethical recruitment processes and services which meet or exceed the expectations of our candidates and clients.
- Ensure that we are perceived by our clients and candidates as a company whose service consistently exceeds that of our competitors.
- Strengthen relationships and encourage repeat business with clients and candidates.
- Ensure that we are the preferred supplier of recruitment services in our chosen market sectors.
- Continually look at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
- Add value to our clients and candidates through the provision of free recruitment and career management advice.
- Identify and provide relevant training to ensure that everyone understands how to do their job and to do it right first time.
- Develop a quality management system in line with the requirements for BS EN ISO9001:2008, making constant improvements to its effectiveness.
- Promote quality awareness throughout the company and build a culture of continuous improvement.
- Address complaints about any breach of our Quality Policy promptly and to the satisfaction of all concerned.

Mr R McCaig, Managing Director, has overall responsibility for quality matters.

To ensure that this policy is successfully implemented, the management of Deanston Cooper shall take affirmative steps to ensure that employees understand that the Quality Policy and that its principles and objectives are communicated and adhered to at all times. Training will be an integral part of the strategy to achieve the objectives.

All employees are expected to act in accordance with this policy at all times.

This policy is to be reviewed annually at management review meetings.



Russell McCaig, Managing Director

Date: 1st March 2016