

QUALITY POLICY

Logical Recruitment Partners Ltd (9063130) was established on 30 May 2014 to provide specialist sales, marketing and contact centre permanent and temporary recruitment to all industries. We are based in Bracknell, in Berkshire and employ 7 people.

Quality is important to our business because we value our customers. We strive to provide our customers with resources and services which meet and even exceed their expectations.

We remain committed to maintaining a reputation for excellence in the recruitment industry by ensuring our consultants uphold our high standards throughout the recruitment process. This includes pre-screening CV's, obtaining references and verification of qualifications along with statutory checks taking place prior to placing any Candidate with a Client.

Our objective is to provide experienced Candidates, capable of meeting Client specifications and requirements, compliant with prevailing legislation and within agreed service levels. To achieve this, the company operates to stringent quality procedures. We are committed to continuous improvement and have established effective & communicated procedures & processes which provide a framework for measuring and improving our performance.

Logical Recruitment Partners does not currently hold an ISO or equivalent quality accreditation yet, however, we strive to meet all applicable statutory regulations and maintain an effective Quality Management System supported and operated by all members of the staff in order to achieve the specified objectives.

It is the Company's intention to continually strive for improvement in line with the principles of this policy and objectives set against the said principles.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

1. regular gathering and monitoring of customer feedback
2. a customer complaints procedure
3. selection and performance monitoring of suppliers against set criteria and timescale expectations
4. enhancing the skills of management and staff through review and actively pursuing an on-going training policy, the objective of which is to prepare staff to perform their work more effectively.
5. promoting the culture of continual quality improvements and the philosophy of getting things "right first time".
6. promoting the quality management systems and ensuring implementation is achieved by internal auditing, management review, corrective and preventive action.
7. measurable quality objectives which reflect our business aims
8. management reviews of audit results, customer feedback and complaints

Everyone is responsible for the quality within the company and for maintaining high standards.

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted on the Company Notice Board and can also be found in the staff handbook.

Though the Managing Directors has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

The policy review date is 01/04/2017.

Signed:

Date:

