

# QUALITY POLICY

Foundation Recruitment is dedicated to filling positions with quality staff backed up with a real a placement guarantee. We are committed to an independent and flexible approach to our clients that meets or exceeds expectations, adheres to budget, and is efficient and timely.

## **This is achieved through:**

- Identifying the processes needed for the Business Management System and their application throughout the organisation.
- Determining the sequence and interaction of these processes.
- Determining criteria and methods needed to ensure that both the operation and control of these processes are effective.
- Planning and ensuring the availability of resources and information necessary to support the operation and monitoring of these processes.
- Monitoring, measuring and analysing these processes.
- Implementing actions necessary to achieve planned results and continual improvement of these processes and outcomes.

## **Strategies will include:**

- Setting measurable, realistic and achievable quality objectives, which are reviewed annually.
- Monitoring progress towards achieving our quality objectives using the Incident / Improvement Report system and monitoring the progress of specific plans. These reports and registers are reviewed in the quarterly Improvement Review Meetings and preventative actions are taken, as necessary.
- Performing and providing defect free services and work for all clients;
- Ensuring the entire Business Management System is reviewed annually for ongoing improvement.

The Business Management System of Foundation Recruitment is based on the concepts of the continuous improvement process of the Plan-Do-Check-Act Cycle and ensuring conforms to requirements as defined in ISO 9001:2015.

This policy and associated procedures will be reviewed in consultation with relevant parties and on any changes or amendments to the relevant legislation and/or every twelve (12) calendar months prior to our internal BMS audit.



**Paul Gay**

*Director*

Foundation Recruitment & Contracting

20<sup>th</sup> March 2025