

Company Name:	Europeanbiz Healthcare
Model Policy No.	35
Model Policy Name	QUALITY POLICY AND OBJECTIVES
Date	21.09.2017
Version	1

QUALITY POLICY

Based in London, Europeanbiz Healthcare is a medical recruitment agency working to enhance the performance of the industry, by creating opportunities and benefits for employers and employees alike. We specialise in helping NHS and private healthcare sector in the UK, hunt and recruit specialist nurses and doctors with the right expertise and experience.

It is the policy of Europeanbiz Healthcare to maintain a quality system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

We are encouraging feedback so that we can continually monitor the quality of our services and the staff we provide and act where necessary if the service falls below the standards identified in our Quality Management System.

It is the policy of Europeanbiz Healthcare to:

- Engage with Interested parties and strive to satisfy their requirements and whenever possible, meeting and exceeding their expectations
- comply with all legal requirements, codes of practice and all other requirements applicable to the service we provide and ensure they are given critical priority in design and implementation of our service
- establish and maintain an infrastructure capable of supporting all company activities and deliver all company objectives
- Make a profitable return on our activities funding ongoing development and growth
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met
- ensure that all employees are made aware of their individual obligations in respect of this quality policy, understanding how to do their job to the standard required and doing it right first time.
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets. Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

QUALITY OBJECTIVES

We aim to provide a professional and ethical service to our clients. In today's competitive environment, the quality of service in an increasingly crucial factor in nurturing positive customer loyalty. To demonstrate our intentions, our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.

We have identified the following Quality Objectives in accordance with SMART (Specific, Measurable, Achievable, Realistic and Timed)

- We will endeavour to meet and exceed our service expectations to enhance Clients satisfactions. Management will ensure there is a partnership approach to the staffing provision, offering tailor made innovative solutions to all our clients contractual needs. Clients/Customer satisfaction Surveys will be conducted once a year, the results of which will be recorded and analysed to ensure sustained improvement. Results will be logged in to the Management Review Meetings.
- We will endeavour to deliver our services to specification, which is stipulated in the client Service Level Agreements. Management will ensure the recruitment consultants are expert in the specialist market and all candidates are suitably qualified with all pre-employment checks completed prior to placement.
- We will endeavour to deliver our services within agreed time frames. This will be measured by project stats (number of unfilled requirements) and client feedback during a joint review meeting.
- We will endeavour to deliver our services within the price quoted and make payments on time. All fees are specified In the Client Service Level Agreement. Any advance payments to Candidates made outside the payroll run are recorded on the database and reviewed every month.
- We will conduct our business in an ethical and professional manner. All employees at Europeanbiz Healthcare must ensure compliance with our Code of Conduct Policy. This will be monitored on a daily base by the management.
- We will endeavour to satisfy our clients' requirements and get things right first time. Should we make a mistake, we will admit it and rectify the situation as quickly as possible. We will implement prompt actions in respect of complaints, non-conformities and recommendations. They will be all logged and actioned with no delay. Records kept, reviewed and discussed during Management Review Meeting.

Print name

Date

Signed by the Agency Worker/Employee