

## **Quality Assurance Policy**

Matthew Roberts, Managing Director of Minerva Appointments, has implemented the quality policy and is responsible for ensuring standards are met and improved upon whenever possible. This policy will be constantly updated and reviewed throughout the year.

Minerva Appointments is also a member of The Recruitment & Employment Confederation that ensures we follow The Code of Good Practice for Employment Agencies. The REC can check we comply with the code ethically, professionally and to the highest standards possible.

## **Quality Initiative**

To demonstrate the company's commitment to quality, our Quality Initiative is designed to monitor and continually improve our service. We ask our clients and candidates to complete our "help us to improve" questionnaires, which helps us to understand where we need to improve our services, to promote efficiency and to ensure overall satisfaction with our service.

Understanding our clients' needs is key to our operation along with providing tangible proof of our services in simple and clear documentation. All of our temporary candidates are referenced before taking up assignments, all interviews with temporary and permanent candidates are carried out face-to-face and the recruitment process is comprehensively documented.

Minerva Appointments works in partnership with our suppliers to ensure all parties understand our business. Our accounting methods are on modern software packages and include direct payments to temporaries and suppliers for a fast and efficient process.

## **Reviews**

As our industry changes with the economy, the need to constantly improve quality of service is vital and never-ending in order that we remain competitive within a very dynamic industry.