**Quality Policy**

Inspire Resourcing Ltd is a Recruitment Agency and Recruitment Business supplying temporary, permanent and contract staffing solutions within industrial and commercial sectors across Derbyshire, South Yorkshire and Nottinghamshire.

We are committed to offering our clients a successful and compliant recruitment service in order to support them with their temporary and permanent recruitment needs. We recognise that the needs of our clients change regularly and we must communicate on a routine basis to ensure that we have a continual understanding of their needs and can continually meet their expectations.

We strive to provide our clients and candidates with services which meet and exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

Our QMS contains the following elements:

* The commitment to create a culture of integrity, high ethics and a culture of prevention
* The review and development of all processes in line with regulatory requirements
* Regular compliance checks to ensure compliance is maintained
* The regular gathering and monitoring of client and candidate feedback, including complaints to continuously improve the services we offer
* Training of staff through in-house training programmes and in conjunction with carefully selected external providers in order to maintain motivated, able staff who are best placed to support our customer’s needs
* Quarterly management reviews with all staff, including support staff to ensure conformance across all relevant business activities and to reinforce key performance measures
* Clear internal communication through a streamlined management reporting structure
* An annual, thorough internal and external audit programme to ensure we work with a QMS that is fit for purpose

Our quality policy is included in the staff handbook and is stored with “Standard Documents” in Influence to ensure that it is accessible at all times.

This policy is available to all interested parties and is displayed in Reception.

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

Inspire Resourcing Ltd is ISO9001:2015 accredited and works to the ISO 9001 requirements.

Kirsty Gascoigne

Director