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## QUALITY MANAGEMENT POLICY

We at BCL Recruitment Ltd are committed, wherever we operate to;

Meeting our internal and external customer's requirements on quality;

Delivering right first time, assuring the performance of our products and services and satisfy the requirements of other interested parties;

Ensure that customer needs and expectation are determined and fulfilled with the aim of achieving customer satisfaction and service requirements;

Communicate throughout the organisation the importance of meeting contractual and legal requirements;

Establish quality objectives or key performance indicators throughout the organisation as agreed by the Managing Directors and to review performance against them;

Conduct management reviews of the effectiveness of the implementation of the quality management system;

Continually improving the effectiveness of our quality management system;

BCL operates a quality system that conforms to the requirements of ISO 9001.

The structure of the quality management system is defined in the quality manual.

This quality policy and quality objectives are reviewed annually to ensure its continuing suitability.

Approved by

*S F Dorward*

Stephen Dorward  
Managing Director  
1<sup>st</sup> January 2017

