

## **Douglas Scott Legal Recruitment Quality Policy**

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It is the policy of Douglas Scott Legal Recruitment Ltd to provide a range of services that meet customer requirements and quality standard parameters. All processes are carried out in a cost effective and timely manner in accordance with the highest professional standards aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of personnel and other interested parties. To meet this commitment, the organisation has documented, implemented and will maintain a quality management system which;

- Is appropriate to the purpose of the business, expected level of customer satisfaction and the needs of other interest parties
- Includes a commitment to meeting requirements and to continual improvement
- Has the resources needed and the contribution of suppliers and partners
- Provides a framework for establishing and reviewing quality objectives
- Demonstrates Managing director commitment ensuring that quality objectives are communicated, understood and implemented at appropriate levels of the organisation.
- Is regularly reviewed at the management review meeting for suitability and effectiveness addressing continual improvement and customer satisfaction.

The prime objective is providing a quality service through an adequately controlled Quality Management System and the adoption of a process approach. All personnel are advised and understand this policy and are trained as necessary in their personal responsibilities within the system and records maintained. This policy is approved by the undersigned and is supported by all personnel within the organisation and displayed in prominent places.

Kathryn Riley  
Managing Director

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