



Quality Policy Statement

The success of Uxbridge Employment Agency relies on a triad of contributory factors: our colleagues, our clients and our candidates. Our reputation, our prosperity and our bottom-line depends on the mutual progression of all these stakeholders. We aim to provide an excellent service matching high calibre candidate with client requirements for both permanent and temporary staff.

In order to be market leaders in our sector we are both inward and outward looking. We closely monitor developments in our sector, carefully considering implications and implementing changes where possible. This enables us to provide our clients with the best quality products and services whilst continuously innovating and improving our standards. Our aim is to continuously raise the bar, become the provider of outstanding products, and support services for our clients.


As part of our quest for quality, we operate a quality management system based on ISO 9001:2015, which is subject to regular internal audits and third party inspection. The system is aimed at providing us with a framework for continual improvement of our systems, processes and procedures to help exceed client expectations and satisfaction.

The senior management are committed to ensure that the client and applicable requirements are satisfied. This policy is appropriate to the business and supports the company's overall strategic direction, with the commitment of continual improvement of the quality management system. The feedback from using the quality management system provides the information and framework to enable Quality Objectives to be established, progressed and reviewed. These Quality Objectives enable the culture of both seeking and implementing improvements to flourish.

Our commitment to quality is at the centre of our business and second to none. We recognise that continual improvement relies on everyone's involvement and complete engagement. Therefore, although the management team is ultimately responsible for quality, everyone associated with Uxbridge Employment Agency is encouraged to play an active role. Everyone is responsible to ensure that their work follow the company's processes defined in the Quality Manual and documented procedures. This includes identifying areas for improvement, providing feedback and suggesting improvements to help mutual success. Colleagues further assist the process by implementing this policy and maintaining records on our priority areas for improvement, which are then monitored by management who are responsible for all remedial and corrective activities. Appropriate resources are signed off by the Managing Director who audits this work.

By applying the philosophy of quality and continuous improvement in all aspects of our business and by listening to our Clients, we believe we will lead by example and continue to succeed in an increasingly competitive world.

This Quality Policy Statement is available to be viewed by the staff and relevant interested parties, as appropriate. This policy was approved by the undersigned, to authorise the company's staff to use and maintain the quality management system so to comply with the clauses of BS EN ISO 9001:2015 and other applicable requirements.

Signed: 
Charles Tuthill - Managing Director

Dated: *10th January 2018*