

Quality Policy

Global Gateway Recruitment is a specialist recruitment and psychometric analysis consultancy organization, established in 2006 to provide:

- The selection, recruitment and placement of high quality Project Managers to clients across many industry sectors
- Unique psychometric analysis services to candidates and clients
- Additional personalized ad-hoc services to clients, dependent on business requirements

The company greatly values its candidates and clients and to this end views quality as an extremely important measure. We continually strive to provide both candidates and clients with services that meet and exceed their expectations. We are committed to continuous quality improvement and have established a Quality Management System (QMS) to provide a framework for measuring and improving our performance.

We have a Customer Relationship Management (CRM) system in place which allows us to provide the following:

- Dedicated client account management, including client follow up following a placement(s)
- Documentation of client requirements
- A description of services provided to clients
- Analysing and tracking the candidates that have been forwarded to clients for interviews and subsequently placed

We have the following processes and procedures in place, ensuring consistent delivery:

- Targeted selection of candidates for client vacancies
- Regular monitoring of candidate and client feedback
- Continual staff training and development
- Dedicated project management processes to ensure continuous delivery against client requirements
- Processes and procedures made available to all staff via a Quality Manual

The following processes and procedures are in place to meet our policy of continuous improvement and customer satisfaction:

- Regular management reviews
- Measurement of whether client requirements have been met and/or exceeded following each candidate placement
- Measurement of the effectiveness of training given to our employees
- Monitoring of customer complaints and how to minimize them

Policy Implementation

All staff employed by Global Gateway Recruitment are provided with a copy of our Quality Policy. A copy is also available on our company website, which is also available to all of our clients. We expect our clients to ensure that they view the quality assurance of their staff as an important measure of their success, including valuing the quality of people joining their organizations. All employees of the company have a responsibility for quality within their own areas of responsibility, although the Director is ultimately responsible for the quality of the company's services.

Global Gateway Recruitment operates in accordance with the Small Business Standard, the copyright of which is held by the Chartered Quality Institute (CQI). This policy is reviewed at the annual Directors' Executive Meeting. However its effectiveness is measured during the day to day monitoring of our QMS and any changes are made and communicated as necessary.

Signed:



Last updated: 30 September 2009