

## Quality Assurance Statement

It is the aim of Maxxima to achieve the highest standards of customer service by constantly monitoring and reviewing our performance and feedback.

The Health & Safety policy will be made known to all staff to ensure that all personnel adhere to it. Performance in this area will be monitored with reference to the Risk Assessments and Incident Logs and evidence of prompt follow up after all reviews.

The Customer Care policy will be made known to all staff to ensure that all personnel adhere to it. Performance in this area will be monitored with reference to the level and nature of issues and complaints received. Quality performance will be assessed against the manner in which these complaints are resolved with the ability of Maxxima to meet the time parameters as laid down in the customer care policy.

Service levels will be monitored with reference to the end of placement reference received from the client. Quality performance will be measured against the nature of the references received from the customer and Maxxima to take any necessary remedial action on a timely basis.

The Environmental Policy will be made known to all staff to ensure that all personnel adhere to it. Performance in this area will be monitored with reference to Maxxima's ability to meet the principles of this policy as closely as possible.

The Equal Opportunities policy will be made know to all staff to ensure that all personnel adhere to it. Performance in this area will be monitored against Maxxima's ability to redress and workforce imbalances and increase representation of any underrepresented categories.

All staff are expected to take personal responsibility for their own professional quality and standards in all their activities. Staff will exercise this responsibility within a supportive environment where expectations and standards are defined, continuous improvement and innovation are encouraged, development and training opportunities are provided, feedback is actively sought from staff and duplication of effort is strenuously avoided. Our Quality Assurance framework promotes consistency rather than standardisation across the company; and is underpinned by the concepts of equality and fairness. All policies and procedures will be well documented and readily available to staff. The company will monitor the effectiveness of its quality assurance procedures to assure that they are operating in accordance with good practice, in the best interests of staff and maintenance of professional standards.

The Quality Assurance statement is essentially a structured manifesto of good working practice. It comprises the core quality assurance and control procedures which promote quality enhancement and the maintenance of standards.

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