



the trg group

STATEMENT ON QUALITY STANDARDS

Our corporate and personal standards are monitored or set by the Recruitment and Employment Confederation, the British Institute of Facilities Management, the Chartered Institute of Personnel and Development and the Academy of Experts. We are corporate members of the REC and BIFM.

TRG Recruitment Services Limited will ensure that the competencies developed by programmes are appropriate both in their nature and the level of achievement. The prime comparison will be with the standards of other recruitment and training companies and models provided by the Recruitment and Employment Confederation and with standards set by relevant statutory and professional bodies.

We will review the potential of all staff by striking a balance between documenting a process for an activity and the competence of the staff involved in service critical activities for both internal and external clients.

This will be achieved by moving away from the descriptive input based principals of the previous standard towards what output a process needs to produce to satisfy the new principal.

The work in progress's aim is to focus on areas of current best practice where TRG could:

- Improve efficiency
- Customer focus
- Generate continual improvement
- Reduce waste
- Improve consistency of delivery to key processes
- Factual approach to decision making
- Adding value within the organisations of all interested parties
- Mutually beneficial supplier relationships
- Promote the standardisation of good working practices



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STATEMENT ON QUALITY STANDARDS *continued*

- Increase marketing appeal and public relations
- Open up new areas of business
- Provide a vehicle for training and staff development

This improvement process will not only give TRG an instant improvement in service delivery but will deliver over the longer term a sustainable improvement model to ensure that process improvement and service delivery go hand in hand.

The result of this procedure will allow us to consistently provide high standards of service delivery to all our clients.

To support the above TRG encourage employees to take an active part in the continual improvement process to align the way we do business and the above strategic purpose.

We aim to ensure alignment with customer expectations by understanding and exceeding customer expectations, their business requirements, and continuous improvement (kaizen). To do this the quality management system is reviewed against strategic objectives that form the primary driver for management review of the system.

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