

QUALITY POLICY

Consistent with Industrial Recruitment Partners' core values of Ownership, Delivery and Empathy, IRP is wholly committed to the provision of the highest standard of service and care to those we have the privilege to work with. IRP places emphasis on continually improving its processes and service products to exceed the requirements of customers, both clients and candidates.

IRP adopts the principle of 'Process Management' and continually builds a culture of continuous improvement within the business with the following aims:

- Delivering high quality and reliable service to meet and exceed customer requirements first and every time.
- Continually adding value to processes and all aspects of the business.
- Encouraging innovative service and process development throughout the entire company structure
- Creating a competitive advantage for the whole business.
- Improving and maintaining our Quality Management System to meet the ISO9001:2008 standard.

Central to fostering a culture of continuous improvement, key performance metrics are regularly measured and results reviewed so that proactive actions are undertaken to improve our processes and our services.

In monitoring our performance, the following areas are considered:

1. Our People	Our ultimate health and safety goal is of no harm to any IRP employee. IRP strives to ensure appropriate employee (both internal and field) training specifically in the area of safety and health.
2. Customer Satisfaction	Measure our supply performance and undertake audits to ensure that results are consistent with customer expectations
3. Consistency	Establish standard processes and service specifications and ensure these are adhered to.

As a company, we are fully committed to ensuring the implementation and continual improvement of our quality management system.

The Quality Policy is a live document and is reviewed annually (as a minimum) through employee consultation and management review meetings.

Contacts for Questions and Information

For additional information relating to this policy, IRP employees can contact their IRP Account Manager or General Manager on (08) 9477 7999.



Peter Spark

Director

16th January, 2023

Owner MLOC	Creation Date 22nd August, 2012	Version WHS - 2-D	Review Date 16th January, 2023	Page 1 of 1
----------------------	--	-----------------------------	---	-------------