



## **Amoria Bond Quality Management Statement**

Amoria Bond Ltd is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice.

Additionally Amoria Bond is registered with the Information Commission for good practices on the integrity of our data.

### **Statement**

Amoria Bond is committed to implementing appropriate quality management systems and processes to enable the delivery of the highest practicable quality services. The overall quality objective is to ensure that Amoria Bond delivers a consistently high level of service throughout our extensive and diverse business worldwide. A quality management system will provide the framework for continual improvement and thus increase the probability of enhancing customer satisfaction and the satisfaction of other interested parties. It will effectively provide the company and its customers with the confidence that the provision of service and products will be delivered consistently to predetermined high standards. We all share the responsibility for the delivery of high quality services and for continual improvement. Long term relationships require on-going commitment to achieving business excellence

### **Training**

All recruitment consultants go through our extensive training programme which is overseen by the Directors. Their performance is constantly measured and monitored with daily/weekly/monthly reviews taking place with management as required. All employees are trained in our customer service standards; exhibit customer friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our customers.

### **Quality**

Regular quality checks are carried out on data with monthly audits that are conducted by the Quality Inspector.

### **Consistency**

As part of our commitment to upholding professional standards, we will review our policies annually to ensure that they continue to meet business needs and the Recruitment and Employment Confederation's Code of Professional Practice; and that they are consistently applied to all our customers.

### **Access to Information**

We comply fully with the provisions of the Data Protection Act 1998. Any personal or confidential information held by us about a client or work seeker is fully accessible to that person or body for review or editing by contacting the Managing Director.

### **Customer Service Policy Statement**

At Amoria Bond Ltd we endeavour to provide you with the best possible service at all times. If you would like to make any comments, suggestions, raise a query or make a complaint about the service you have received, please contact us, our contact details are set out below. We will respond to your query within 3 - 5 **working days**.

This policy will be kept up to date, to reflect changes in the nature and size of the business. To ensure this, the policy and its effectiveness will be reviewed annually.

### **How to Contact Us**

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