



Pale Blue Dot® Recruitment Limited

Quality Policy Statement

Pale Blue Dot® Recruitment Limited was established to provide recruitment services to clients and candidates in the Medical Technology industry.

Quality is important to our business because we value our customers. We strive to provide our customers with a service that exceeds their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy can also be found in the staff handbook.

All employees have a responsibility within their own areas of work to ensure that Quality is integral to the way the company operates.

Signed:

A handwritten signature in black ink, appearing to read 'Anthony Griffin', is written over a light blue, textured background.

Anthony Griffin (Managing Director)

Date: 4th July 2018