



QUALITY ASSURANCE POLICY POLICY & PROCEDURE

1. Purpose

The objectives of this policy are to

- specify the principles governing Hotelstaff responses to Quality Assurance in the workplace

2. Scope

This policy and procedure is applicable to all employees, contractors and subcontractors of Hotelstaff Pty Ltd, HS Personnel Australia Pty Ltd and all subsidiaries ('Hotelstaff').

It is expected that the Executive endorse and support this policy in the execution of their responsibilities.

This policy applies during all hours of work at Hotelstaff Pty Ltd as well as outside of working hours when dealing with colleagues and clients of the organisation including social engagements.

This policy document may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are regarded as uncontrolled and should not be relied upon as the current version.

3. Definitions

Nil

4. Policy Statement

Quality assurance refers to the processes and procedures that systematically monitor different aspects of a service process or facility to deter, correct and ensure that quality standards are being met. At Hotelstaff, much of our quality system is managed by Cascom, our innovative rostering software program, with elements being input by our experienced and skilled staff.

We believe that the quality of our services is paramount and comes from the attitude of all our staff, both within the organisation and the casual staff we employ for our clients. We support and emphasise a culture that is based on providing 100% quality services every time that fully meet our clients' expectations. As our logo says, Hotelstaff is truly 'at your service'. Our goal is to always provide services of the highest quality.

Members of our senior management team make up our quality team and are fully responsible for the quality of our services.

The members of that team are,

- Managing Director
- Marketing/Office Manager
- Compliance Manager
- Agency Staffing Manager

Our quality system covers;

- Strict compliance of Hotelstaff's services with international and national standards and requirements in relation to the engagement of labour
- Strict compliance with all Acts and relevant legislation that relate to our clients as delivered by our clients
- Complete responsibility to our clients for the quality of the services we render
- Cost efficiency of the services we render
- Continuous comparison of the cost of our services with those of other providers in the marketplace
- Delivering and implementing any initiatives required to fully satisfy the needs of our clients
- Raising of 'Opportunity for Improvement' (OFI) documents in respect of any incidents which occur where quality services have not been rendered

- Completion of OFI reports by relevant managers to ensure quality services are always rendered in future
- All OFI reports to be perused and signed off by the Managing Director.

Our quality team will focus on;

- Understanding and satisfying the needs of our clients at all times
- Continuous improvement and cooperation with our clients in understanding their requirements
- Transparency of our IT systems allowing our clients access to the reports and information they require when they require it
- Defined quality assurance procedures at all stages of the recruitment life cycle
- All recruitment personnel trained in and understanding their roles in the quality program as included in our induction program
- Consistency and prevention of any possible decrease in quality levels.

5. Procedures

Must be incorporated into all work practices, processes, guidelines and decision-making protocols.

6. Guidelines

Nil

7. Related Documents and Further Information

7.1. Legislation

7.2. Documents

Employee Code of Conduct

7.3. Links

Nil

8. Revision History

Effective	Version	Amendment
01/07/2014	1.0	Initial
07/05/2018	1.1	- Reformatted
28/05/2019	1.2	- Review – No Change, Reformatted
01/06/2021	2.0	- version disclaimer added

9. Document Information

Effective	01/06/2021	Version	2.0	Authorised	SZPRINC, Nathan
Location	https://hotelstaf.sharepoint.com/sites/Hotelstaff-Shared/Shared Documents/Human Resources/Policies and Procedures/HOTELSTAFF Policy - Quality Assurance.docx				