

Quality Policy

This is the Quality Policy Statement of The Logistics Employment Network Ltd trading as “The LEN”.

The Board attaches great importance to the quality standards of its business operations. It is, therefore, the policy of The LEN to develop and maintain a Quality Management System that conforms to the requirements of the International Standard ISO 9001: 2000, so that the business can provide and maintain a consistent high quality of service in all that it does.

A Quality Management System will ensure effective communications, operating procedures and records are generated for all work undertaken, as a means of achieving our Vision, Mission Statement and Corporate Objectives.

Specifically our quality goals will include:

- Achieving and maintaining the ISO 9001 : 2000 quality standard and accreditation
- Establishing a Quality Policy appropriate to the needs of the business
- Making known the Quality Policy internally to all employees within the Company
- Provide employee training to maintain and improve their skills and knowledge
- Commitment to continuous improvement
- Take all possible steps to reduce errors and mistakes
- Ensure all of our services we provide are inclusive and accessible to all our clients and candidates, including those who do not speak English as a first language
- Achieving and maintaining a level of quality which enhances the Company's reputation
- Meet the needs of its clients and candidates by providing services of recognised value and on a timely basis
- Create an environment whereby staff can do their best work
- Achieve a performance which will sustain the long term success of the business
- Reviewing the continued suitability of the Quality Policy and revising as appropriate at regular intervals

Overall and final responsibility for Quality will rest with David Beck, Managing Director. Anita Searle, Company Secretary will act as our Internal Quality Auditor.