



Quality Assurance Policy

Contracts IT Limited was established in 1999 to provide IT Recruitment Services to the financial, utilities, retail and telecommunication service industries. We are based in London.

Contracts IT has evolved into a Technology Consultancy and has been pivotal in supporting complex Business Solutions. Our approach has always been to build long-term relationships with our clients & individuals who represent them, based on integrity and high professionalism. For example, working with the innovators, the “tomorrow” people, in the exciting world of New Media and break through telecommunications. We are also working with large, medium and small Consultancies, as well as major International Blue-Chips in the established industry seeking to recruit the best professionals in industry.

Contracts IT is a people based organisation where our people are the life-blood to our success. Each Consultant brings with them a background in HR, Recruitment or Projects. We pride ourselves on the level of service we provide.

Generally we are able to cover recruitment within most IT disciplines in-line with our Account Development strategy; however, our strengths lie historically within the following areas:

- **Full life-cycle functional & technical positions** – from Programme Management through to Business Analysts, Systems Administrators, Architects, DBA’s, Developers, Testers, Support personnel, etc.
- **Programme/Project Management**
- **ERP Technologies** – SAP, Oracle Financials, PeopleSoft, Siebel, etc.
- **Networking** – WAN’s, LAN’s, Fixed Mobile, Wireless, VPN’s, VoIP, SDH, PDH, ATM, 2.5 & 3G
- **Systems Integration** – Integration & Migration, Upgrade, Middleware & Security
- **Interactive/Multi-media, New Media/Digital Technologies**
- **E-Services**
- **Client Server** – Oracle, Sybase, NT/Unix, VB, JAVA, Web
- **Integration/Infrastructure**

Quality is important to our business because we value our customers. We strive to provide our customers with services which meet and even exceed 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:-

Our QMS is based around the ISO 9001 framework and contains the following elements:

- Regular gathering and monitoring of customer feedback including customer complaints
- Selection of training providers/associates against set criteria



- Risk assessments against each project
- Training of staff
- Selection of suppliers
- Regular management reviews
- Performance measuring of associates and suppliers
- Full project management of delivery
- Internal audit programme

Contracts IT Values:

Customer Driven Quality: Ensure focus to provide services that contribute high value to our customers and lead to customer satisfaction, preference, retention, and overall business success and profitability.

Valuing Employees: Provide employees with the information, resources, and opportunities necessary to contribute to the strategic goals of the organization and their personal development and sense of value.

Partnership Development: Provide opportunities to develop both internal partnerships (cross-functional cooperation and decision making based on mutual respect) and external partnerships (customers, suppliers, strategic partners, and educational institutions) that will enhance our overall capability, including innovation, speed, and flexibility.

Continuous Improvement and Learning: Promote and acknowledge activities that support an environment of continuous improvement (both incremental and “breakthrough”) and learning (adapting well to change, leading to new goals and approaches for our services and processes).

Results Focus: Use performance measures that focus on key business results, which are in turn guided by integrity and balanced fairly by the interests of all shareholders – customers, employees, suppliers and partners, the public and the community.

The Contracts IT Team is committed to providing our Customers with the most dependable service in our Industry. Our culture is built on integrity, excellence, entrepreneurship, and attention to detail. This is manifested in our insistence on meeting commitments, the use of advanced technologies, on-time delivery of unquestioned quality and the continuous improvement of our Quality Management System. We recognize that efficiency and profitability fuel our growth.

Contracts IT’s responsibilities in its dealing with Customers and Suppliers:

Unsolicited Calls: We agree to remove Customer and Supplier details from our database if requested.

Terms and Conditions: We will provide our Customer and Suppliers with our Terms and Conditions of business from the first meeting, and before we provide them with any services.

CVs: We will never send a CV to our Customers without the express permission of the candidate.



Candidates: Any candidate that we recommend for a role will be “suitable”.

Checks: We will conduct certain checks on candidates before placing them into a position. These checks include identity and eligibility to work.

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

This policy is posted on the Company Notice Board and can also be found in the staff handbook.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work helping to ensure that Quality is embedded within the whole of the company.

This Policy is reviewed annually.