

## POLICY

“It is the policy of Parity to consistently satisfy the requirements of our customers. In order to support our policy and make Parity efficient and effective we will regularly review our Key Performance Indicators and Quality Management System, striving to continually improve our service.”

Our aim is to work with our customers to bring out the best in their businesses. Organisations can be assured we are passionate about identifying and retaining the best talent to support them in the challenges they face. Demonstrating strong values and a positive personality make Parity the trust partner for our clients.

The Quality Management System (QMS) defines the processes Parity requires to implement its policy. It conforms to the requirements of BS EN ISO 9001:2008. This QMS provides a framework within which all members of staff are trained to operate and which enables the company to retain our existing Quality certification.

### Key Areas

Parity’s fundamental commitment is to people and their success, our customers, candidates and employees. We seek to build relationships where, in achieving other people’s objectives, we can achieve our own.

Our Vision:

**To be the leading innovator in unlocking potential through the power of both people and technology**

Our Mission:

**Maximising the effectiveness of your people, processes and technology**

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- Finance
- Sales
- Customer satisfaction
- Quality
- People

We measure our performance on an ongoing basis by setting ourselves objectives in each area where each objective reflects current business needs:

## **Objectives:**

### **1) Financial**

Objective: To provide a professional and efficient payment and billing service to the business whilst minimising working capital requirements, and ensuring internal controls are adhered to. To also provide meaningful management information to agreed deadlines.

Measures:

- Debtor days (< 35 days)
- No. of corrective contractor payments
- Credit note dilution (true dilution < 2% of invoiced value p/m)
- Reporting deadlines met

### **2) Sales**

Objective: To grow and maintain a healthy sales pipeline of opportunities which are appropriate to our business strategy, and to win volumes of business in line with our current business targets from both key accounts and new business clients.

Measures: Monitoring of sales activity/business won in the following areas:

- Extension Ratio - to achieve at least 60%.
- Sales opportunities - monitor the number of requirements received (via Bullhorn).
- Fill Ratios - monitor number of requirements received per new placement made.

### **3) Customer Satisfaction**

Objective: To regularly monitor and review the satisfaction of our clients and contractors with our services

Measures: To receive feedback from:

- Client Surveys a minimum of 10 per annum
- Collate data received from Service reviews, Contract Awards, References, Case Studies/Press Releases etc.

### **4) Quality**

Objective: To ensure processes are appropriate for business needs by regular assessment and continuous process improvement.

Measures: All core business functions audited at least every two (2) years and the majority of improvement actions cleared within timescales detailed in the improvement action.

### **5) People**

Objective: To maintain an appropriate blend of skills whilst managing staff turnover, to provide career management including induction, objective setting and performance assessment, and to provide appropriate and affordable levels of training for staff.

Measures: Performance Plus appraisals, training records, and staff survey results.