



TNS CONTRACTORS LTD

Quality Policy Statement

Commitment to Quality

TNS CONTRACTORS LTD is wholly committed to our quality policy which is in place to ensure our services fully meet the requirements of our customers at all times. TNS CONTRACTORS LTD goal is to be the best services provider in our sector. To achieve this goal, we are committed to implementing, maintaining and continually assessing operational systems and processes.

Approach to Quality

TNS CONTRACTORS LTD firmly believes in the concept of customer and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

The Quality Policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary actions to eliminate them.
3. Everyone at TNS CONTRACTORS LTD understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff are responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

Communication

The Quality Policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives. The Policy will also be available to clients and candidates upon request.

Responsibilities These are outlined as follows



TNS CONTRACTORS LTD

Responsibility for delivering quality services rests with everyone at TNS CONTRACTORS LTD.

Each Team Leader has responsibility for monitoring the quality of services for their area of the business.

Overall responsibility for maintaining and evaluating our Quality Management System rests with Prospectus Quality Manager with the support of the Senior Management Team.

Training & Support

We shall ensure that all TNS CONTRACTORS LTD personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

As part of their induction to TNS CONTRACTORS LTD, all staff are fully briefed on the Quality Policy, its aims and objectives.

Houston staff are given full training to ensure they can carry out all functions of their role, as per guidelines set out in our quality manuals.

Annual appraisals are held for all staff to assess performance and identify training needs. All training needs identified, to ensure quality is maintained, are fed into an overall training plan and assessed and implemented, whilst considering any budgetary constraints.

Objectives and action points are reviewed monthly in 1:2:1 Clarity meetings with line managers.

Monitoring & Evaluation

TNS CONTRACTORS LTD will constantly review and improve upon our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

TNS CONTRACTORS LTD achieves this by:

- Obtaining client feedback following the completion of each assignment

- Conducting an annual client survey relating to Quality

- Carrying out an annual candidate survey, measuring all aspects of candidate care

- Closely monitoring our ad hoc compliments and complaints procedure

- Quarterly management review meetings to assess and agree actions to amend and improve quality management system

- Internal Auditing of departments twice a year on a three-month rotation

- Yearly Audit by external provider

TNS CONTRACTORS LTD is committed to operating continuously to the highest possible quality standards and will maintain the necessary Quality Approvals consistent with our customer requirements.



TNS CONTRACTORS LTD

Samuel Rayner

Director – TNS CONTRACTORS LTD
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