

Western Work Force's ambition is to supply cost effective, efficient, reliable and transparent services that consistently meet or exceed the requirements and expectations of our customers. We will leverage our know-how and experience to be the most reliable and trusted recruitment provider of labour hire personnel in Australia by differentiating ourselves from the market place in customer experience and quality of personnel being supplied.

Our Quality policy is supported with an integrated management system. Our operations will manifest the results of this coordinated integration and will be driven by the highly valued participation and input of our employees and customers.

Commitments

Western Work Force is committed to:

- High levels of customer satisfaction by providing a superior service to our customers.
- Understanding, responding promptly to, and exceeding the needs and expectations of our customers and other applicable requirements.
- Making commitments that we understand and believe we can meet or exceed.
- Meeting all commitments to customers on time.
- Maintaining and continuously improving a quality management system that complies with ISO 9001:2015.
- Ensuring all employees have the required competencies, are competent to do their jobs and are encouraged to participate in quality improvement initiatives.
- A culture within the organisation that things are done 'right the first time'.
- Measuring customer satisfaction and setting clear objectives for improvement.

Responsibilities

To achieve our commitments, management will:

- Demonstrate leadership in developing and fostering an effective quality assurance culture
- Reflect an interest in the quality of our services that is vocal, visible and continuous
- Value the input of employees
- Set a good example

Our employees are expected to adhere to this policy, with particular commitment to:

- Having a professional attitude
- Following the applicable procedures
- Reporting complaints immediately
- Willingness to learn and to share knowledge in order to improve the quality of our services

By working together, we will assure the quality of the services we provide and be a reliable and valuable business partner of our customers.



Ryan Beaven-Davis
Divisional Manager