

Quality Policy

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Document owner / signatory	Director, PWR People Ltd
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Company	PWR People Ltd (Company No. 17448327), 2nd Floor College House, 17 King Edwards Road, Ruislip, London, HA4 7AE

PWR People Ltd competes on technical credibility and speed, not volume. Quality is our business model. This policy sets out the standards we hold ourselves to and how we measure them.

1. Purpose and scope

This policy applies to all recruitment services provided by PWR People Ltd. PWR People operates a quality management system aligned to the principles of ISO 9001:2015 and is committed to seeking independent certification as the business scales.

2. Standards and codes of practice

We work to the Recruitment & Employment Confederation (REC) Code of Professional Practice and APSCo professional standards, and to the Conduct of Employment Agencies and Employment Businesses Regulations 2003.

3. Policy statement and commitments

- Take an accurate, technically informed brief for every role and agree timescales and success criteria with the client.
- Present only candidates who have been screened, right-to-work verified and competence-checked against the role requirements.
- Give clients and candidates honest, evidence-based market advice on availability, rates and timescales.
- Communicate proactively at every stage and provide feedback to every candidate we put forward.
- Stand behind our placements with rebate or replacement guarantees.
- Capture feedback, learn from errors and continually improve our processes.

4. Responsibilities

The Director is accountable for quality and personally owns every client relationship. Associates follow documented sourcing, screening and communication procedures and are subject to quality checks.

5. Implementation, monitoring and KPIs

Our process is documented from client intake through sourcing, screening, submission, interview, offer, placement and aftercare, and is managed within third-party software. Key performance indicators:

- Time to shortlist: 3–5 screened candidates within the turnaround agreed with the client.
- Submission-to-interview and interview-to-offer ratios.
- Placement retention beyond the guarantee period (target 95%+).
- Client and candidate satisfaction, surveyed after each placement.
- Complaints received, and time to resolution.

6. Complaints and raising concerns

Complaints should be sent to the Director at info@pwrpeople.com. Every complaint is logged, acknowledged within two working days and investigated, with a written response and corrective action where appropriate.

7. Review

This policy and our KPI performance are reviewed annually by the Director; next review September 2027.