



SAPPHIRE SERVICES (KENT) LTD

QUALITY ASSURANCE POLICY

Established in 1996 Sapphire Services (Kent) Ltd has now evolved into a nationwide thriving, temporary and contract Personnel Provider. We pride ourselves on our commitment to ensure our clients receive our full attention to detail and provision of quality, skilled and unskilled personnel.

Customer satisfaction is critical to quality performance; therefore, we value input and active involvement from all stakeholders, including our trusted suppliers, to improve our processes and services. We assure total customer satisfaction by meeting our contractual commitments, establishing and meeting the quality objectives of the organization, and by continually improving the effectiveness of our quality management system.

- ensure that quality commitments made to all customers are understood and that the necessary quality management capability is planned and deployed to ensure quality of our supplied workforce.
- ensure that where a quality issue is identified, it shall be effectively investigated and contained and that any further issues are prevented.
- Monitor, evaluate, review, and report the quality performance risks that can affect quality, and opportunities to enhance customer satisfaction.

Quality is the responsibility of everyone within Sapphire Services (Kent) Ltd.

Signed 

Date 3rd January 2025

John Fletcher

Company Director

Review date for this document 3rd January 2026 or when circumstance / legislation indicates.