



Quality

MaK Personnel has created a company culture in which quality is central. The nature and level of service provided will, at all times, be customer driven. To this end, MaK Personnel has implemented a quality system which is based on the ISO 9001: 2000 accreditation (though MaK Personnel is not as yet so accredited). This system is supported by a secure and comprehensive computer system.

Policy level management of our Quality Management System is vested in our senior quality management team, which comprises of Board Members and Senior Managers of the company. Operational responsibility for the Quality Management System is entrusted to a Management Representative for Quality (MRQ) within each business unit. These individuals are appointed by the Board. The supporting computer system maintains financial and business controls, ensuring the effective monitoring of service levels, compliance, and generally underpinning the stability of the business.

Internal Quality Auditing

The Internal Quality Audit Team formally audits all business areas at least once a year, although in practice our systems are constantly monitored by all who use them. Staff are encouraged to contribute to the development of the Quality Management System through our Quality Improvement Programme.

The Quality Improvement Programme is essentially a 'feedback system'. This enables the Senior Quality Management Team and MRQs to act upon information gathered from the day-to-day operation of the Quality Management System. This provides a route by which any member of staff can communicate problems or shortcomings in the Quality Management System, or suggestions for its possible improvement. All members of staff are invited to participate.