

Match Options- Key Performance Indicators (KPI's)

Key Performance Indicators (KPI's) Policy

WHO MUST ABIDE BY THIS POLICY

All Match Options staff regardless of whether they are permanent or temporary.
Objective

The company's motto of "Linking your Personnel needs instantly" is derived from the main objective of Exceeding the expectations of the service users.

Quality Policy

To ensure long-term customer satisfaction and loyalty by providing products and services of the highest quality. This will be achieved by a continuous process of quality improvement which encompasses:

- ✓ Commitment to comply with any statutory and regulatory requirements.
- ✓ Commitment to listen and respond to our service users' needs and expectations;
- ✓ Commitment to build a team approach which maximises the individual's contribution and bridges personal, functional, cultural and geographical boundaries through the continuous development of all employees to fulfil their aspirations and meet the business needs;
- ✓ Commitment to fulfil the needs of our markets and to enhance our competitive advantage in terms of emerging technologies, new opportunities and the changing requirements of our service users;
- ✓ Commitment to investment in the best personnel recruitment and selection techniques, customer support and service, in order to anticipate and satisfy our service users' expectations of quality, delivery and value;
- ✓ Commitment to the long-term financial security, success and growth of our business through excellence, professionalism and high productivity in all that we do.
- ✓ Commitment to comply with the requirements of the quality management system.
- ✓ Commitment to continually improve the effectiveness of the quality management system.

Key Performance Indicators

One Stop Shop

Match Options recognizes that many service users have a Preference for a sole supplier who is able to cater for all their staff Recruitment needs.

To achieve the status of a "One stop Shop" and that of a preferred Supplier Match Options operates in the following manner:

1. Initial on site exploratory visit-Set KPI (Key Performance Indicator targets) with the service user BEFORE commencing supplying of staff. This would be in form of an initial exploratory visit on site that also ensures that Match Options understands in details, the needs of the service user.

- ✓ Dedicated Manager/supervisor- Have a designated Account Manager available at all times during the office hours and as may be required by the service user.
- ✓ 7/24/365 call service-ensure that the service user is able to access our services even after the regular office hours by mobile phone, and mobile emails(use of PDA's) service. A free 0800 Line is available.

- ✓ Local staff- where there are no local staff, Match Options Places specific advertisements and run specific recruitment campaigns relating to the service user through various media, not restricted to own website and other free advert sites.
- ✓ Staff Training- The company has a Nil Tolerance policy on non compliance with the Induction and mandatory training/ refresher courses expected to be undertaken by all staff. This is separately covered under the company's Induction and Training Policy.
- ✓ Appraisal and evaluation-The company operates a bi-annual appraisal and evaluation meetings with each and every worker.

2. Regular review meetings -are also to be held with the service user and/or their line managers or supervisors. It is the policy of the Company that Recruitment consultants are required to make Informal "checking you are alright" calls first thing in the morning and also as a last thing before leaving the office, which in most cases coincides with staff shift changes.

3. Response time-Match Options recognizes that where due to any unavoidable circumstances that may arise to make it difficult to promptly meet the service users needs, the service user must be immediately notified so as to seek an alternative solution without any compromise to their requirement. Our staff are encouraged to suggest some of these alternatives all for the benefit of the service user.

4. Mutual Agreement-Match Options would agree with the service user for performance Targets that are Objective, realistic, achievable and as much as possible measurable and within any limiting factors. Where for example a service user requires supply of qualified Nurses and the company has none available at the time, it is realistic when the company indicates so in the first instance.

5. Basis- Match Options Key Performance Indicator targets are based at least on the following criteria that guarantees that Quality of service delivered would exceed expectations of Service users:

- ✓ Achieved Response times against orders for workers to be within 20 minutes, with or without a confirmed named temp staff.
- ✓ Objectively measure performance, and providing feedback which continuously improve the overall effective attendance, punctuality, and continuity, to exceed expectations
- ✓ Fill rates for Vacancies issued versus Vacancies filled to exceed 90 percent
- ✓ Ensure that service delivery is in line with overall risk assessment for service users who also include our workers.
- ✓ Work to accounting and financial procedures that safeguard Service user's interests. This includes protection of service users' possessions and prompt delivery of accurate
- ✓ statements of account for service delivered and timely.

6. Our Principles- In securing these objectives we adhere to the following principles:

We recognise that every prospective Service user should have the opportunity to choose an employment agency which suits their needs and abilities. To facilitate that choice and to ensure that our Service users know precisely what services we offer, we will do the following:

- Comply with the minimum Care Standards for Nurses Agencies as stipulated in the Nurses agencies Regulations 2002 and other statutory, operational and Regulatory frameworks in force from time to time.
- Provide detailed information on the agency by publishing a statement of purpose and a detailed service user guide.

Quality Assurance and KPI

- Give each service user a contract or a statement of Terms and Conditions specifying the details of the relationship.
- Ensure that every prospective Service user has their needs professionally assessed before a decision to engage our services is taken.
- Demonstrate to every Service user about to enter into a contract with us that we are confident that we can meet their needs as assessed.