

Quality Commitment

How we guarantee a high standard of service delivery

Naiman Clarke understands the importance of a Quality Management System in order to ensure we provide reliable, high quality services to all of our clients and candidates. This means we have a methodology or process in place for everything we do.

As part of our commitment to maintaining an effective and up to date Quality System we are in the process of having our Quality Management System assured by working towards quality accreditation to AUS/NZ ISO9002:2003 standard.

Client and candidate satisfaction are always the ultimate priorities for Naiman Clarke. We tailor bespoke service offerings and account management plans to suit the requirements of each individual client with inbuilt performance tracking systems in order to ensure client satisfaction is consistently maximized. Our system is flexible enough to allow us to rapidly make necessary adjustments if the client's needs are not being met.

To ensure continuous improvement of our recruitment process, both our clients and candidates are regularly issued with a confidential feedback survey requesting feedback in areas of customer service regarding Naiman Clarke's performance throughout the recruitment process, in addition internal Quality Management System audits are undertaken regularly.

Our Managing Director is responsible for ensuring that all processes outlined in our Quality Management System are adhered to at all times and all breeches are immediately addressed and monitored to ensure that compliance is maintained.