

Policy Statement

Quality Statement

Complete Personnel Group will provide a quality employment service experience that develops its participants towards sustainable employment, serves employers' labour needs, supports the communities in which it operates, and meets the terms of the funding agreements it holds with the Australian Government and other purchasers.

Our commitment to the delivery of this employment service experience is demonstrated through the use of a Quality Management System. Performance of the Quality Management System is measured and monitored through the Quality Objectives.

At Complete Personnel Group Quality is achieved when:

- The Quality Objectives are met,
- Process and practices are consistent in their delivery and are subject to continuous improvement practices,
- Feedback from participants, employers, staff, purchasers and stakeholders tells Complete Personnel Group what it is doing well in addition to advising Complete Personnel Group of where it can improve.

This Quality Statement is available at www.complete-personnel.com.au.



Craig Lehmann
Director Services and Corporate
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