

Quality

Purpose

This policy affirms Merit Solutions' commitment to quality in the delivery of all of our services and products.

Scope

This policy is ongoing and applies to all workplaces. Every manager, employee and contractor has a responsibility under the policy.

Policy Statement:

Merit Solutions commits to the development, implementation and ongoing improvement of high quality systems and processes modelled on the Australian Business Excellence Framework.

LEADERSHIP - drives commitment, collaboration and a determination to deliver outstanding outcomes for our clients

STRATEGY AND PLANNING - is done for our business as a whole and translated into project plans for each major project undertaken. We continually monitor our business environment and develop new products or services in response to our clients' needs.

INFORMATION AND KNOWLEDGE

Knowledge Management

Merit Solutions uses web-based technology to store and manage information and knowledge. We maintain a database of corporate documents and training manuals as well as client policies, procedures and templates which is accessed by any of our consultants via a secure website.

Information Sharing

Regular team meetings involve the review of both process and outcomes in a collaborative learning environment. Knowledge is consciously shared through face to face discussion, team presentations and electronically.

PEOPLE

For Merit Solutions, our people are literally the most critical elements of our performance management and quality management systems.

Attraction and Selection

We select only the most outstanding individuals to join our team. Each and every consultant has demonstrated outstanding achievement in their field and is supported to deliver excellent services to our clients. New team members receive personal coaching from the Managing Director or another highly qualified team member during the period of their induction and whenever they take on new challenges. Our flexible resourcing structure means that additional people and capabilities can be sourced if required to meet project milestones. Consultants maintain their knowledge through participation in professional activities, sharing best practice within our team and involvement in other professional bodies.

Retention of a highly qualified team

Merit Solutions is proud of our very low consultant turnover rates. Most new consultants have joined us due to growth and more than 25% of our existing consultants have been with us for approximately 10 years. Our flexible resourcing model ensures that we have adequate resources available and can draw on additional support when required to meet unexpected demands or do deal with risks arising from unexpected events or the reschedule of selection assignments.

Learning and Development

By ensuring the recruitment of only experienced, motivated and professional staff, we minimise any quality issues. The work of any new consultants is carefully monitored and reviewed to ensure that the highest quality standards are met. In addition, our administration team carefully monitor feedback from clients and ensure speedy follow-up by a Director of the company on the very rare occasions that there are any concerns about performance or quality. Our high standards of quality are best demonstrated by the fact that our work mostly comes from client referrals and that our business has grown consistently since our beginnings in 1996.

Regular consultant meetings are a forum for sharing best practice, encouraging innovation and for peer review.

Health Safety and Well-being

Merit Solutions has a Health and Safety Policy which also focuses on well-being. We support highly flexible work practices which in turn ensure a positive and engaged workforce.

CUSTOMER AND MARKET FOCUS - underpins every assignment and the behaviour of each consultant. We put out client's interests first.

Contracting

The initial contracting process is an important element of our quality system and our administration team ensure documentation through a formal contract (if required by the agency) or through a confirmation letter issued by our Office. This ensures clarity for our clients about fees, delivery requirements or billing arrangements. Our Office Manager ensures effective operational management in accepting and confirming bookings, registering the job in our database and then concluding the assignment with prompt invoicing.

Identifying Appropriate Personnel:

Merit Solutions Booking Policy establishes ongoing consultant/client relationships as a priority and ensures client requests for a particular consultant are given priority. If a particular consultant is not requested we match consultants with Departments they have worked with before, or to clients where they may have specific subject matter expertise.

Client Communication

In addition to the formal communication processes at the commencement and conclusion of an assignment, consultants are in regular communication with clients during the course of their work, particularly as most assignments are of short term duration. For lengthy assignments we agree milestones for reporting and delivery.

Account Management

The Managing Director undertakes Account Management responsibilities including regular contact with key people, proactively seeking client and consultant feedback, structured meeting and review processes to ensure client satisfaction and the continued improvement in service standards.

Measurement, Management and Improvement in Customer Satisfaction

Results are delivered for clients and our business with the rewards coming from client loyalty and repeat business.

PROCESS MANAGEMENT, IMPROVEMENT AND INNOVATION - their innovation process, their supplier and partner processes, the management and improvement of all of their processes and the quality of their products and services.

Management of Delivery

Projects are delivered on time and within budget through careful planning. We have sufficient capacity with a large and skilled consulting team so that work can be re-allocated or additional resources assigned where required to ensure that project outcomes are delivered on time.

Risk Management

Risk assessment is undertaken for major projects and consulting assignments. For the business as a whole, we manage risk through:

- systems that ensure the availability of back-up for individual consultants;
- project management of large assignments with the flexibility to draw in additional resources if required to meet client performance standards and timeframes;
- creating a supportive and client focused culture, ensuring that consultants place the needs of the clients first and seek assistance if needed; and
- sharing information and resources.

Continuous Reflection

Regular team meetings involve the review of both process and outcomes in a collaborative learning environment. Knowledge is consciously shared through face to face discussion, team presentations and electronically.