



CONTINUOUS QUALITY IMPROVEMENT

Quality at ANSERTEAM involves everyone. Quality begins with the commitment of each of us to continuous improvement of our service. This commitment has made ANSERTEAM affiliates the Premier Providers of staffing services across the United States, Canada and Puerto Rico. Our commitment to quality service extends to all our customers, whether they are client companies, temporary employees, applicants, internal staff, or vendors.

Service Level Agreements

Service Level Agreements (SLA's), with quality metrics, are established at the beginning of our relationship. Temporary associate performance ratings, end-user satisfaction ratings, time to fill and other key performance indicators are measured, reported, reviewed – and acted on *weekly*.

Reports will be published and reviewed during our quarterly meetings with your company's key stakeholders. The findings and recommendations of these reports are designed to improve the quality of service and the efficiency of our overall processes.

Our web-based staffing management system tracks numerous performance measurements to ensure consistent quality service is delivered to our clients. Some of the performance measurements include:

- ❖ Fill rate/response
- ❖ Communication
- ❖ Turnover
- ❖ Retention statistics
- ❖ Responsiveness
- ❖ Employee performance
- ❖ Employee attendance/punctuality

ANSERTEAM's commitment to quality service and customer satisfaction results from:

- Efficient operating procedures
- Measurements/benchmarking
- Continuous improvement practice and process
- Local management accountability