



# Quality Policy

Design Group Staffing Inc. o/a Agilus is committed to providing the highest quality of service to internal employees, external contractors and assignment employees and client companies. We expect commitment to quality and excellence in performance and encourage the process of continual improvement.

## Agilus will:

- Comply with all relevant regulatory requirements of the Municipal, Provincial and Federal governing bodies
- Establish and adhere to Service Level Agreements/Contracts between Agilus and client companies
- Conduct regular and ongoing customer, contractor/ assignment employee and internal employee satisfaction surveys and respond to and act upon feedback collected as appropriate
- Adhere to ISO 9001:2015 International Standards certification as awarded for our Order Fulfillment Process (OFP)
- Participate in ISO audits as per external auditor regulations
- Complete internal audits and communicate findings to appropriate audience
- Require employees to input and maintain quality of the applicant and client database
- Monitor Key Performance Indicators (KPI's) to improve ratio measurements of activity to production
- Require the active participation of every employee in the quarterly #AllAgilus calls
- Comply and participate cooperatively with Client companies requesting audits of our service delivery
- Promote the process of continuous improvement

## Employees are required to:

- Actively participate in the delivery of quality service
- Comply with all relevant regulatory requirements of the Municipal, Provincial and Federal governing bodies
- Adhere to Service Level Agreements/Contracts between Agilus and client companies
- Share client and candidate feedback and concerns with department leaders for review and inclusion in our continuous improvement initiatives
- Adhere to established quality processes, practices and procedures
- Respond to and act upon internal audit findings
- Monitor Key Performance Indicators (KPI's) to improve ratio measurements of activity to production
- Maintain the integrity of the applicant and client database
- Identify areas for continuous improvement to ensure the delivery of quality service

Signature

Craig Brown CEO, Agilus  
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