

**FINGLAS / CABRA LOCAL EMPLOYMENT SERVICE NETWORK  
COMMITMENT TO QUALITY**

Finglas / Cabra Local Employment Service Network developed a quality management system to ensure the highest level of quality in its services and in its ability to meet its customer's needs. The quality system is designed to comply with the requirements of the Q-Mark.

Finglas / Cabra Local Employment Service Network is committed to providing a quality service that will satisfy the needs of our customers and through our focus on continuous improvement in all areas of the organisation, anticipate future requirements.

Finglas / Cabra Local Employment Service Network is committed to:

- a) Delivering a quality service that fully satisfies its customer expectations in relation to
  - i.* The unemployed job seekers: by helping them to find suitable employment.
  - ii.* The employer: by helping them find suitable employees to fill their job vacancies.
  - iii.* The employees: by providing them with all relevant information and appropriate training in relation to quality.
- b) Facilitating employees to develop their skills and knowledge to the benefit of both the employees and the organisation.
- c) Maintaining a management system that meets the requirements of the Q Mark and facilitates the delivery of a quality service.
- d) Setting measurable quality objectives aimed at the improvement of the service.
- e) Striving continually to improve performance in relation to quality.
- f) Periodically reviewing the quality policy within the framework of the management reviews to ensure continual relevance and suitability.

Finglas / Cabra Local Employment Service Network regards quality as the responsibility of all persons working in the organisation.

Signed: \_\_\_\_\_

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LESN Co-ordinator

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