
DOB ENTERPRISES PTY LTD

DOB Customer Service Policy IMS-543-00-POL



DOB ENTERPRISES PTY LTD
ABN 20112 866001

Level 1 49 Horton Street
Port Macquarie NSW 2444
Ph: 1 300 854 622
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Revision

0

Date

19.02.19

Document No

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Revision History

| Date | Rev | Modified By | Changes Made, Review History | Reviewed by | Approved by |
|----------|-----|------------------|------------------------------|-------------|-------------|
| 19.02.19 | 0 | Sunette Opperman | Creation | S Rupert | S Rupert |
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DOB Enterprises Pty Ltd t/a MBC Recruitment, Macquarie Labour Hire, MBC Nursing, and Watchout Training and Traffic Control (DOB) is a member of the RSCA and adhere to their Code of Professional Conduct and to the DOB Code of Conduct in relation to customer service.

DOBs Customer Service Policy Statement

At DOB we always endeavour to provide you with the best possible service.

The DOB team excels in Temporary and Permanent Recruitment, Labour Hire, Traffic Management, Nursing Agency Staffing, Healthcare Services and are a registered NDIS Provider.

DOB offers its best practice services refined over 30 years to deliver excellence to our clients. Our well-established systems are designed to offer an efficient service and guarantee a high-quality standard. We receive external audit certification for quality, environmental, & workplace health and safety by meeting ISO 9001:2015, ISO 14009:2015, & OHSAS 18001:2007 standards.

We value every partnership and strive to ensure the most personalised solution for your people, workforce and career needs.

DOB appreciates all feedback and if you would like to make any comments, suggestions, raise a query or make a complaint about the service you have received, please contact us via the contact details below or on our website. We will respond to your query asap.

Quality

Management and employees of DOB are committed to the task of continually improving the effectiveness and maintaining the Quality System.

Our aim is to become a preferred supplier and trusted partner within recruitment, labour hire, nursing and traffic management services.

We believe that the key to success in this regard is our Management System - which is based on the international quality standard (ISO 9001:2015).

DOB's Quality Objectives are to:

- Maintain a Quality System that complies with the requirements of ISO9001;
- Establish a clear understanding of our clients' requirements and expectations;
- Deliver Projects and Services that meet or exceed our clients' requirements and expectations;



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- Operate with a culture of discipline and compliance;
- Operate with a culture that encourages open communications, entrepreneurship, and continuous quality improvement;
- Ensure that our Quality System is continuously developed by giving our employees frequent training in its requirements and ensuring we fully participate in periodic audits and reviews

The aim of the system is to improve customer satisfaction by meeting legislative, regulatory, standard, and most importantly the customer requirements through a valued partnership.

The system ensures the client's needs and expectations are met by clearly identifying the client's requirements and consistently providing a complying product with efficient use of available resources.

The system enables DOB to achieve their quality objectives and strategy by measuring continual improvement of the system itself and the business's quality performance.

DOB Enterprises Pty Ltd continuously monitors the system through Processes and Management Reviews to ensure its on-going suitability and achieve excellent quality services.

Management will regularly review this policy and the system to ensure its continuing suitability.

DOB Enterprises Pty Ltd.'s Director, Management team and staff commits to continuous improvement, communication and providing resources to enable growth and delivery of quality services.

Courtesy

All Staff will be trained in customer service standards; will exhibit customer friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our clients and candidates.

Communication

DOB will return all phone calls and emails received from clients and registered candidates and applications in respect of specific vacancies within agreed timescales. Where we are unable to meet this agreement, we will inform you of this as soon as possible and agree a new deadline.

Consistency

As part of our commitment to upholding professional standards, we will review our policies annually to ensure that they continue to meet business needs and the International Quality Standard (ISO 9001:2015).; and that they are consistently applied to all our customers.

Complaints

DOB seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Director in the first instance, where they will be



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acknowledged and directed to the attention of the appropriate person. A complaints process is in place for any disputes.

Reduce Bureaucracy

Wherever possible, without compromising our legal requirements and professional standards we strive to reduce the burden of unnecessary paperwork.

How to Contact Us

Tel: 1300 854 622

Email: feedback@mbcrecruitment.com.au

Website: <https://www.mbcrecruitment.com.au/general-enquiries/feedback/>.



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