



Queensland
Government

Contact: Paul Nielsen
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20 January 2012

Peter Langford
Chairman
RCSA Standards Council
Level 8 / 160 Queen Street
MELBOURNE VIC 3000

Department of
Public Works

RECEIVED
23 JAN 2012

BY:

Dear Mr Langford

RE: RCSA Service Delivery Standard

Supplier Quality Management Certification Services (SQCS) in the Queensland Government Chief Procurement Office (QGCPPO) was requested to advise on the acceptability of the Recruitment & Consulting Services Association Ltd (RCSA) Service Delivery Standard as an Industry/Profession Quality Scheme.

SQCS conducted research and interviews with a number of randomly selected agencies in Brisbane which shows that the RCSA Service Delivery Standard surpasses the requirements of the AS/NZS ISO 9001:2008 Quality Management Standard through being very specifically focused on the recruitment industry. SQCS also found that the auditors met requirements and provided professionally comprehensive audit services.

Consequently you are advised that SQCS will accept the RCSA Service Delivery Standard as an Industry/Profession Quality Scheme. The RCSA Service Delivery Standard will be included in the Queensland Government Register of Quality Assured Suppliers and on the SQCS website. SQCS will recognise that any firm holding a current RCSA Service Delivery Standard certificate has certification equivalent to the AS/NZS ISO 9001:2008 Quality Management Standard.

Yours sincerely

Leah Walker

**A/Project Manager
Procurement Services
Queensland Government Chief Procurement Office**

cc Steve Granland (CEO RCSA)