

RCSA Service Delivery Standard

The RCSA Service Delivery Standard is an industry standard developed by the RCSA (Recruitment and Consulting Services Association). The RCSA is the peak industry body for the recruitment industry in Australia and New Zealand. This standard sets a benchmark for the highest quality service and operational efficiency in the recruitment industry in Australia and New Zealand.

A growing number of Members of the RCSA are now achieving certification in this Standard either as an alternative or complementary to the more widely known ISO 9001:2000 Quality Management Standard.



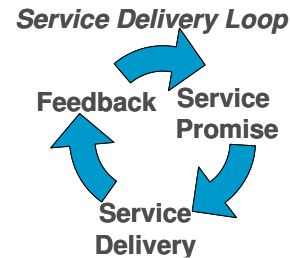
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The RCSA Service Delivery Standard (RCSA SDS:2007) is built on internationally recognised standards, including the Quality standard, but has been designed to reflect the general requirements of services industries and the specific requirements of recruitment industry in particular.

While the RCSA SDS:2007 is similar to the Quality standard in that both require a well defined and controlled management system, in a number of areas the RCSA SDS is more demanding. For example, the RCSA SDS includes specific requirements around recruitment practices including reference checking, candidate and client management, safety management and privacy controls. It also sets best practice for service businesses by specifying a range of management controls such as business planning, service delivery planning, complaints management, customer data management, staff training, service design.

Service Delivery Loop

The RCSA SDS:2007 is based on the simple but powerful concept of the Service Delivery Loop. The Loop describes a dynamic interaction consisting of the service promise you make to the market; the processes which support the delivery of the promise; and feedback from customers to ensure they are receiving the type and level of service they expected to receive.



Certification

The certification process for the RCSA SDS:2007 is very similar to that of other standards, with a 3 year certification period and regular surveillance audits during that time.

Fathom Business Architects

Fathom Business Architects is a management consulting group based in Melbourne and operating around Australia and New Zealand. Our services include advisory services in service delivery across a number of service industries, as well as auditing for in AS/NZ 9001:2000 Quality Management Standard, the RCSA SDS:2007 and the As/NZS 4801 Occupational Health & Safety standard.

In 2004 the RCSA engaged Fathom to help develop a standard for the industry, and now manage the audit programme on their behalf.



More Information

For more information please contact either Fathom Business Architects on 03 9667 2495 or visit our website at www.fathombusiness.com.au, or the RCSA on 03 9663 0555 or visit their website at www.rcsa.com.au.