



RCSA
SERVICE DELIVERY
STANDARD

Correspondence re RCSA Service Delivery Standard

Received 20 December 2011

Letter from
Leah Walker
A/Project Manager
Procurement Services
Queensland Government Procurement Office

“Supplier Quality Management Certification Services (SQCS) in the Queensland Government Chief Procurement Office (QGCPPO) 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 we were 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.”