

Quality Policy

Mass is an organisation engaged in the recruitment, assessment, and placement of human resources primarily within the mining, oil & gas, civil and building construction, electrical and engineering industries. Our activities are developed as strategic partnerships and conducted as a service and responsibility to both our Candidates and to our industry clients.

Mass aims to continually improve all processes via clear and effective communication to engender positive change. Sound modern business practice demands ongoing review of activities and identification of issues requiring improvement.

Our organisation is committed to providing high-quality human resources services through these practices:

- Meeting all client, personnel and regulatory requirements
- Understanding client & industry needs
- Selection of personnel to maintain high work standards
- Customer support
- Monitoring customer satisfaction
- Health and safety management
- Commitment to continuous improvement of our management system

We are concerned that not only our clients, but also other interested parties, benefit from the quality of our work. Our Quality Management System is based on the Australian quality management systems standard AS/NZS ISO 9001. This statement is issued to indicate our attitude to client relationships and our standards of service. The full support of our employees, suppliers and subcontractors is sought in actively pursuing this quest for quality.



Charles Massarella
Managing Director