

# How a UK Recruitment Firm Achieved 100% KPIs and 24-Hour Compliance

## About the Client

Our client is one of the UK's leading health and social care recruitment agency.



## Business Challenge

- ▶ **High Non-Compliance Rates:** A large number of nurses were non-compliant with regulatory standards, causing placement delays.
- ▶ **Staffing Shortfalls:** Limited candidate availability hindered the client's ability to meet growing demand.
- ▶ **Objective to Scale:** The client aimed to expand its operations and compete with market leaders but lacked the infrastructure to do so.
- ▶ **Compliance Backlog:** A significant delay in uploading and verifying compliance documents, affecting candidate placement speed.

## How QX Helped?

- ▶ **Enhanced Compliance Procedures:** Implemented a robust process to ensure candidates became fully compliant with industry standards.
- ▶ **High-Touch Candidate Support:** Introduced a hands-on approach to help healthcare workers keep their compliance documentation up to date.
- ▶ **Improved Turnaround Time:** Reduced the time taken to get new candidates compliant from over a week to just 24 hours.
- ▶ **Continuous Compliance Monitoring:** Set up ongoing checks to regularly assess the compliance status of active candidates.
- ▶ **Specialised Team Setup:** Developed a dedicated and experienced team, and trained the client's onshore team, to handle compliance processes efficiently.
- ▶ **Virtual Training:** Provided virtual training for the offshore team, delivered by the client's onshore team to maintain standards.

## Key Achievements

- ▶ **100% KPI Achievement:** Surpassed compliance document upload targets by 100%.
- ▶ **95% Efficiency Boost:** Improved process and cost efficiency by 95%.
- ▶ **4x Team Growth:** Expanded offshore team from 2 to 8 employees within 12 months.
- ▶ **24-Hour Turnaround:** Reduced compliance processing time from over a week to just 24 hours.
- ▶ **100% CSAT:** Achieved a perfect Customer Satisfaction Score.