

Quality Policy

Ushuaia Solutions is certified to conform to the requirements of the international **ISO 17100:2015 Quality Management standards**. These standards provide a formal framework for managing and improving our processes, and for constantly reinforcing our commitment to maximizing customer satisfaction.

Our Values

We express our commitment to excellence with a quality policy that focuses on continuous improvement for our clients. Our workflow is based on the following **quality management principles**:

- Client satisfaction is our number one priority. Our logistic expertise enables us to build scalable client teams with linguists, designers and IT specialists experienced in our client's content types and required tools.
- Communication and constant support are a crucial part of our long-term partnerships. We provide consistent and reliable client support to facilitate an uninterrupted flow of communication. This kind of collaboration allows us to create teams of dedicated, experienced, full-time professionals to help our clients face and solve their global challenges.
- Continuous improvement is key to success. We've developed an ongoing process of identifying, analyzing, and making incremental improvements to our processes and services. The continual improvement process is driven by feedback, collaboration, and data.
- Confidentiality is highly respected by our team. At Ushuaia Solutions, we firmly believe that trust is a key aspect of any business relationship. We have implemented policies and procedures that protect our clients' information, as well as our own sensitive data.





Our Workflow and Standards

At Ushuaia Solutions, we are dedicated to maintaining the highest quality and confidentiality standards through meticulous organization and the use of top-tier tools, techniques, and professionals.

Our **recruitment process** adheres to international standards, involving rigorous research and comprehensive interviews to select the most qualified professionals for each role. To further ensure excellence, we have developed a comprehensive Training Program, available both onsite and virtually, which covers CAT tools, processes, and client-specific guidelines for all new team members.

Since 2023, we have established a robust **QA Program** aimed at redefining and upholding our evaluation and control methods to meet stringent quality requirements. This program ensures our language teams perform at their best, especially during our ongoing growth. The QA Program team conducts independent assessments of linguists, providing recommendations based on performance metrics such as accuracy, timeliness, communication, and adaptability, utilizing our integrated BTMS system.

