



Memorandum

Date: November 10, 2017

To: CCS Team

From: Quality Management

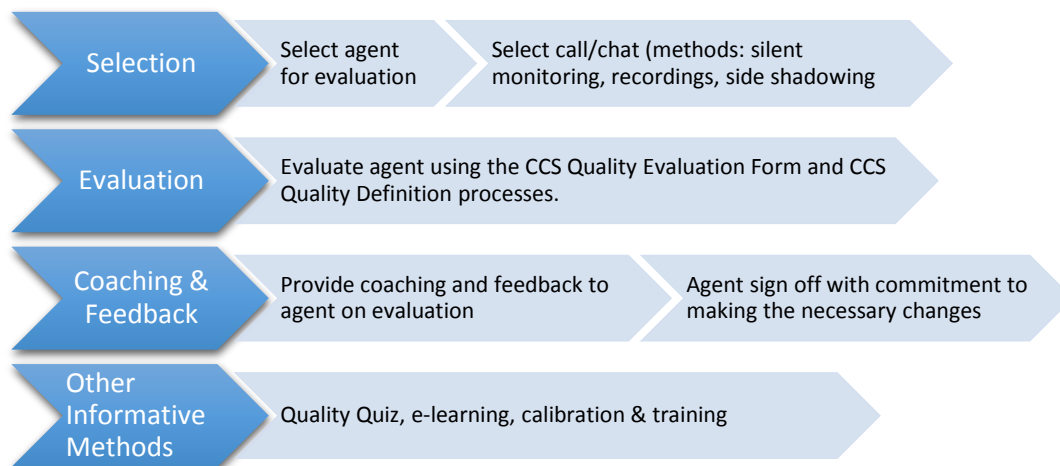
Re: Introducing: Quality Management

Introduction

Objective: To test and qualify that all our customer's procedures/policies are followed so customer satisfaction is always met.

Quality Management will be one of our top priority on our agenda from here on. Every agent will be evaluated on a weekly basis to ensure that the quality standard of our customer is being met.

The process is as follows:



What is Quality Management?

Our quality assurance, also known as Quality Management (QM), is a process where our managers, supervisors and QA specialists monitor and evaluate how well agents handle customer transactions.

The fundamental purpose of QA programs is to measure how well agents adhere to our departmental policies and procedures.

Important

It is the responsibility of all agents to adhere to all QA policies and procedure. Failure to do so can result in disciplinary actions.