

# MEMORANDUM – QUALITY ASSURANCE

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**Target:** Quality Analysts and Supervisors

**Subject:** Calibration Sessions

**Date:** November 21, 2016

Team,

Please note that effective this week I will no longer schedule calibration sessions. This responsibility will be passed on to each team lead (supervisor or QA). The attendance for these sessions was terrible.

QA's please work hand in hand with your supervisors because some of them are not up to date with the recent QA communications. Every time an update is released, let them know firsthand so that they can help you relay the information to the agents.

On a weekly basis please send me what information was discussed and what questions were asked at your sessions.

Our main focus for this week is Tier 1 agents. I will schedule a couple calibration sessions for our tier 1 agents. Later on I will send you the list and who will be responsible of hosting these sessions.

Please remember that it is imperative that you check your intranet on a daily basis.

Thanks,

Johan