

QUALITY MONITORING MANUAL

IMPROVING QUALITY AND ACCESS TO SERVICES AND SUPPORTS IN OVERALL GROWTH OF THE ORGANIZATION.

The Inductus Consultants (P) Limited (ICPL) is dedicated to the quality Monitoring that will ensure that its products and services fully meet the specifications of the Clients

The goal of the organization is to achieve higher level of customer satisfaction at all times. The Organization has strived for continual monitoring and examining the experiences, opinions and suggestions of their customers and people who are potential customers. Improving service quality to meet customers' standards is an ongoing part of doing business. In this way, customers drive the market and the organization is committed to fulfill the potential.

There is a proper system for Quality Monitoring and it is being followed religiously in the Organization.

The quality policy is based on following Parameters:

1. To improve quality of the available resources through proper Monitoring.
2. With strict adherence to Quality Policies, Systems, Standard Operating Procedures (SOPs) & Finer Processes.
3. To adhere to the strict guidelines of the monitoring team for the monitoring projects.
4. Greater access to appropriate array of services.
5. Greater affordability, greater availability of services.

Major Themes for Monitoring:

- **Customer Mission and Reinforcement:** Outstanding customer service organizations begin with a simple premise (e.g., complete customer satisfaction) and design everything else with that mission in mind. A customer-centered organization requires a strong sense of mission and constant reinforcement of the starting premise.
- **Customer-Oriented Culture:** Creating and instilling a culture of customer service is the hallmark of a successful organization in a market-driven approach. This culture includes both management and frontline employees and involves a host of management and organizational processes such as staff selection and training, teaming and other structures, customer satisfaction measurement, and accountability feedback loops taking in consonance of the quality parameters.
- **Employee Empowerment:** The most successful customer service companies, and the ones that are held as best practice examples, do an excellent job of ensuring that their frontline employees' top priority is to satisfy customers. Employees at these companies go to great lengths to fulfill customer wants and needs, routinely going "above-and-beyond" the minimum industry standard of service.
- **Total Customer Experience:** Successful companies do not concentrate only on basic service. The purview of their mission is broadened to the customer's entire experience with the company.
- **Training**
- **Advocacy**
- **Customer Feedback**

For Effective Quality Assurance, following adherence to be maintained:

- Develop an improvement plan based on consultation results.
- Set up new services, or modify, reduce or eliminate existing services.
- Develop, adjust or modify service standards.
- Assign responsibility for implementation.
- Establish timelines & follow ups.
- Evaluate the effectiveness of improvement by measuring client satisfaction on an ongoing basis. Communicate findings to those consulted.

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Managing Director
Inductus Consultants (P) Limited