



Address: Office no 204,205 Siddiq trade center, Lahore

Quality Policy

Document Information

QRG Quality Policy

This procedure is released and approved as follows.

Following is the **Quality Policy** of Quality Resource Pvt Ltd:

- ❖ Quality Resource Pvt Ltd., strives to provide highest level of Inbound and Outbound Customer Contact Center to its existing and potential customers while remaining compliant to international, national and local regulatory requirement.
- ❖ QRG invests in Human Resources by providing them a state of the art work environment and by providing them regular training, guidelines for skills and personal development.
- ❖ Develop & maintain mutually beneficial relations with external product/service providers, Stakeholders & Interested parties.
- ❖ It's the ultimate goal of QRG to become market leader in Digital Marketing Services by being Customer Centric, Quick Responsive to market needs and customer expectations.
- ❖ Determine Risks & Opportunities and implement corrective measures.
- ❖ QRG Board Management takes keen interest in the improvement process of quality and related actions that will be under taken for continually improve the process performance.
- ❖ **Policy Review Frequency:**
Policy will be reviewed in Management review meetings.
- ❖ **Policy Communication:**
Policy will be communicated internally by portal, email and awareness sessions, for external communication of policy it is added on the website of the company.