



Quality Assurance Policy

The quality management is directed at the production of high quality call centre services and at the audibility of the process outcomes.

Team Australian Customer Service has modeled the development of its quality management system on the criteria of recognized best international practice.

All operational processes have been documented and are subject to ongoing maintenance. This ensures controlled and reproducible outcomes from each process and aids the knowledge distribution across the team. The operational processes contained in the process documentation include:

- Creation and Management of operational Documents
- Templates Document Review
- Systems Component Design
- Systems Component Development
- Systems Component Walkthrough
- Build Management
- Product Release and Product Installation
- Process Creation and Documentation
- Best Practice Standards

Team Australian Customer Service has developed a management system that controls the versioning and tagging of systems and documentation for internal and customer-specific projects.

Team Australian management system includes tools that enable flexible and scalable management of the documentation, development, build and release phases of systems.

Qualification and Training of call centre staff

All Team Australian customer service staff are Australian tertiary qualified and trained in the business practices and the culture of the clients they represent, as appropriate. All staff are mentored and trained on an ongoing basis. Calls are recorded for coaching and training purposes.

The review of staff skills and knowledge and the planning for internal and external training needs form part of the regular internal performance reviews.