



HERO ITES™

A division of Hero Corporate Service Limited

QUALITY POLICY

We are committed to delight our Clients by providing high quality BPO Services. We shall implement the requirements of the Standard and continually improve the Systems, Processes, Technology and Human Resources

QUALITY OBJECTIVES

- To achieve continual improvement with reference to:
 - Quality of Output
 - Productivity
 - Client Satisfaction
 - Client Retention
- To ensure adherence to the Quality System and continually improve the same with special focus on Process, Human Resource and Technology.

Sunil Kant Munjal
Managing Director & CEO

