

## POLITIKA KVALITETA

**M Plus Serbia d.o.o. Beograd** je prva kompanija za pružanje usluga kontakt centra i biznis proces outsourcinga u Srbiji.

Težimo tome da budemo lider na području zapadnog Balkana. Ponosni smo na naše iskustvo koje je odraz kompetentnosti i posvećenosti uspehu svakog projekta.

Kvalitet naše usluge pre svega podrazumeva brz odziv i precizan odgovor na zahteve klijenata. M Plus Serbia d.o.o. postiže izvanrednu operativnost u nekoliko segmenata: briga o korisnicima pri dolaznim i odlaznim pozivima, dolazeće i odlazeće reklamiranje robe i usluga kroz teleprodaju, telemarketing, poslovne analitike i naplatu potraživanja. Naše usluge kreirane su prema standardima najvišeg kvaliteta kako u Srbiji tako i u svetu.

Kvalitet usluga ostvaruje se kroz brigu o kvalitetu članova svakog tima. M Plus Serbia d.o.o. pažljivo odabira zaposlene, koji svojim veštinama potvrđuju sposobnost za uloge koje su im dodeljene. Obuka zaposlenih za svaku pojedinačnu kampanju predstavlja značajnu kariku u pripremi svakog projekta.

Timovi koji realizuju kampanje, pažljivo rade na analizi potreba klijenata i prikupljanju što većeg broja validnih informacija za kvalitet buduće kampanje.

Sistem obezbeđenja kvaliteta prema standardu ISO 9001:2015 osigurava da naši zaposleni klijentima pružaju tačne informacije na visoko profesionalan način i u najkraćem mogućem roku.

U realizaciji usluga podršku pruža tim IT stručnjaka, bez čijeg znanja ovakav sistem jednostavno ne bi mogao da radi 24/7 sa najvišim nivoom servisa.

## QUALITY POLICY

**M Plus Serbia d.o.o. Beograd** is the first Company for providing Call Center Services and Outsourcing Business Process in Serbia.

We are striving to be the leader of the Western Balkans. We are proud of our experience which reflects the competence and commitment to the success of this project.

First of all, the quality of our Services implies quick and precise answer to customers' requirements. M Plus Serbia d.o.o. is extremely operational in number of segments, such as: care for the customers in answering to inbound and outbound calls, incoming and outgoing advertising of goods and services through teleshopping, telemarketing, business analytics and collecting receivables. Our services are created in accordance with the highest quality standards both in Serbia and in the world.

The quality of services is achieved through the care of the quality of each team members. M Plus Serbia d.o.o. carefully selects its employees who through their skills confirm capability in performing given tasks. Employee training for each and every campaign is a crucial link in preparation of every project.

Teams responsible for accomplishment of the campaign, carefully analyze customers' needs and gather as much valid information needed for providing quality of the future campaign as possible.

Quality Assurance System, according to the ISO 9001:2015 Standard, ensures that our employees provide accurate information to the customers in a highly professional manner and in the shortest possible time.

Realization of the services is supported by IT Expert Team. Without their knowledge this system would not be able to provide services 24/7 with

Njihova odgovornost je da najsavremenija komunikaciona računarska oprema besprekorno funkcioniše, kako bi se pozivi, razgovori i sve ostale usluge nesmetano i pravovremeno obavljale.

the highest level of services. Their responsibility is to ensure impeccable functioning of the up-to-date communication computing equipment, all in order to secure functioning of all calls, conversations and other services in a smooth and timely manner.

Praćenje rezultata svih projekata pruža osnovu za stalno unapređenje načina rada i unapređenje procesa. Praćenje razgovora tokom rada agenata i praćenje indikatora procesa rada predstavljaju osnovu za osiguranje da naši klijenti dobijaju vrhunsku uslugu.

Monitoring of the results of all projects provides the basis for continuous improvement of work methods and improvement of the processes as well. Monitoring of the conversation while operators perform their tasks, as well as tracking work process indicators represent the basis for providing top quality services to our clients.

Kvalitet usluge koju pružamo svakom našem korisniku jeste osnovna briga svakog zaposlenog.

The quality of provided services to every customer is the main task of each employee.

U Beogradu,  
21.02.2023.



Marko Martinović, generalni direktor