

## Quality Policy

Trizma 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. Proud on our ten-year 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. Trizma is extremely operational in number of segments, such as: care for the customers in answering to in-coming calls, incoming and outgoing advertising of goods and services through teleshopping, telemarketing and collecting receivables. Our services are created in accordance with the highest quality standards both in Serbia and in the world.

The quality of Trizma's services is achieved through the care of the quality of each team members. Trizma 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 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.

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.

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

In Belgrade, April 15, 2019



---

Eldar Banjica, Director