

QUALITY

ABC MOTORS CO. LTD SERVICE DEPARTMENT

POLICY

Striking continually for improvement with a risk and process-based approach

Excellency in our services to achieve highest level of customer satisfaction

Reaching outstanding technical solutions and safe practices

Viral in serving quality services that satisfy all interested parties

Improving employee involvement and commitment through training & cohesiveness

Complying to internal and external standards and legal requirements

Eliminating risks and developing opportunities driven by our strategic directions

OBJECTIVES

Structured solid line reporting to attain quality service

Monitoring KPIs and development of employee's welfare

Achieving quality innovations to fix it right the first time

Recognizing and responding to stakeholder's requirements efficiently

Tracking weak areas for continuous improvement

Alan Ng
Chief Financial Officer

Wingy Service Manager