

QUALITY POLICY

modulus is committed to providing the best VoIP telecommunications services through an organized work environment, efficient business processes with a continuous effort to improve its efficiency and effectiveness through full compliance with the requirement of the Quality Management System ISO 9001:2015.

Our main priority is to ensure quality assurance to satisfy the requirements and expectations of our customers through the continuous evolution of our processes and systems.

For consistent customer experience and processes improvement, we apply and enhance:

- Systematic management of our customers' complaints, the identification, analysis, adjustment and prevention of problems
- Compliance with the requirements of the Quality Management System ISO 9001: 2015, and we are constantly improving its efficiency
- Speed customer service
- The Internal and External Program of Inspections (to suppliers, partners, etc.)
- We are conducting surveys through questionnaires to evaluate the services provided, the level of service, the margins for improvement, etc.