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### Quality Policy

OEC aspires to deliver a high customer satisfaction level by going beyond customer expectation *for the services rendered in the space of records management.* This would be achieved through our competent resources, an enabling technology, and a relentless focus on continuous improvement.

### Quality Objectives

- To improve the First Time Right (Accuracy and TAT) rate to 98% and above.
- To ensure customer satisfaction to 80% and above.
- To ensure accurate & timely update of data in the system.
- To improve productivity by 10% through use of technology.
- To enhance employee Skill Sets.
- To ensure strict adherence to set processes.