



**MANUAL  
ISSUANCE NO. 2**

**ISO 9001:2015**

# QUALITY MANUAL

Section 5.0

**LEADERSHIP**

Subsection: 5.2

**QUALITY POLICY**

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4

## I. POLICY

**CORPORATE GUARANTEE (CG)** recognizes that its existence depends on its customers, the Insurance Policy Holders, and therefore should understand existing and future customer needs, meet customer requirements, and strive to exceed customer expectations.

**Corporate Guarantee** is committed to maintain a level of quality and value in the services it provides to its customers that will meet and earn customer satisfaction. **CG** Management shall ensure that customer requirements are determined and met. This shall be carried out by means of the Performance Appraisal through the Balance Scorecards which identifies the specific employee's work objectives and performance standards, thereby ensuring that customers' expectation are highlighted, met, and even exceeded. This shall be done semi-annually.

## II. APPLICATION

All Departments

## III. REFERENCES

Documented Procedure Manual:

CG-8.3-001 Control of Non-Conformities

CG-8.5.2-002 Handling of Customer Complaints

SLS-7.2.1-004 Handling and Monitoring of Web Inquiries

MKTG-7.2.3-001 Customer Satisfaction Survey

Quality Policy

Overall Quality Objectives

Department Quality Objectives

Performance Appraisal

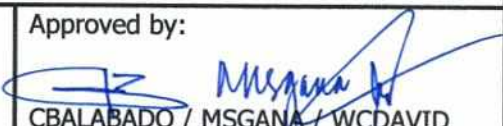
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