

Quality control

Customer accounts are an invaluable asset. Webhelp helps companies outsource their customer relationships and for this, our services must be irreproachable. This requires strong commitment from our employees and also the implementation of a quality system.

- **Customer satisfaction**
- **Global commitment**
- **Process approach**
- **Quality Management System**

Webhelp has established a quality management system in line with ISO 9001/2008 and NF 345 Customer Relationship Center requirements. They are detailed in Webhelp's quality handbook, which is accessible to all.

- **Mutually beneficial supplier relationships**
Webhelp has established a non-controversial, transparent, documented and sustainable approach to all of its suppliers to optimize the cost and quality of purchased goods, while enabling both sides to maximize value creation.
- **Reliability of infrastructure and tools**
Webhelp is committed to maintaining a stable production environment, well-provided, secure and constantly monitored to serve its customers at all times.
- **Continuous Improvement**
Webhelp is constantly working on process improvement, training, technological benchmarking and more, to continually deliver the best possible service.
- **Ethics**
Together with its partners, customers, suppliers and employees, Webhelp works in factual and transparent relationships based on trust. We aim to resolve disputes by compromise.
- **Human values**
Webhelp Management believes in developing its people. This creates employee motivation and development within the company. We provide a high quality work environment. We respect the person.