

IMS POLICY

FRONTLOGIX

Vision and Mission both are inspiring our employees to accomplish goal. To grow current Vision and Mission both are inspiring our employees to accomplish goal. To grow current position and get a larger market as well as to provide the simple solutions to clients. We understand the client's requirement, analyse it, and provide the best solutions. We satisfy our clients by our services and implements it with more effective solution strategies.

Our Mission and Vision

FrontLogix was founded with a single mission: to be the most successful, creative, and ground-breaking customer care service provider! We approach each of our clients with fresh eyes to develop unique strategies aligned with their needs. We transform customer engagement into customer loyalty and increase customer lifetime value. FrontLogix is not just another customer service provider; we are a unified front that listens, responds, and resolves key issues.

The basic orientation of FrontLogix is to be recognized for quality in its processes. This will be achieved through:

- ✓ Continuous improvement of the IMS according to ISO 9001:2015; ISO 27001:2022 and ISO 18295-1:2017;
- ✓ Ensuring a healthy working environment and promoting the professional development of its employees;
- ✓ Compliance with legal regulations and requirements of the IMS according to ISO 9001:2015; ISO 27001:2022 and ISO 18295-1:2017;
- ✓ Constant confidentiality of information in all business processes of FrontLogix;
- ✓ Complete fulfillment and exceeding the requirements and expectations of our customers;
- ✓ High level of professional relationship with suppliers and external collaborators, as well as other interested parties;
- ✓ Constant commitment to continual improvement of the IMS and the services;
- ✓ Commitment to satisfy applicable requirements.
- ✓ Proactive approach to minimize impact of incidents;
- ✓ Reduction of the recovery time;
- ✓ Minimization of the periods and consequences of downtimes during incidents;
- ✓ Effective actions taken in the event of business interruption;
- ✓ Prevention, identification and elimination of existing and future threats to FrontLogix business;
- ✓ Providing continuous training and development opportunities for all customer contact center employees to ensure they are equipped to meet customer needs;
- ✓ Achieve high customer satisfaction scores through consistent and efficient service delivery;
- ✓ Ensure that all customer service agents are highly skilled, knowledgeable, and able to meet customer expectations effectively;
- ✓ Continuous training to keep employees up-to-date with new technologies, policies, and customer service practices.

Date: 20.03.2025

CEO