

## **Customer Services Department Received People Site Certification**

Quality HealthCare is very honored to receive People Site Certification from the Asia Pacific Customer Consortium. This certification has recognized our Customer Services Department's commitment in striving for a high level of service excellence through continuous improvement and dedication.

"We are committed to building an all-rounded service excellence throughout all our customer interaction channels." Dr. Lincoln Chee, Chief Executive Officer, Quality HealthCare Medical Services commented.

The Customer Services Department (CSD) is one of the key touch points, in fact, often times the first point of contact, to translate our professionalism and dedication towards service excellence to our clients.

The 24-hour medical call centre of our Customer Service Department is handling more than 30,000 calls a month, including enquiries, appointment booking, emergency assistance, and inpatient admissions. Through continuous training and technical support, we can ensure that efficient and reliable services are being provided with courtesy and care.

Dr. Chee added, "Winning the award highlights the capability of our customer service executives and serve as an encouragement for all staff at QHMS to exceed our customer expectations."

Only organizations with over 90% of staff from Customer Service and Contact Centre remain certified under APCSC's Global Certification Program will be granted the People Site Certification. Aims to assure accredited organizations' customer service team in better integrating with their mission critical service process, this Certification also ensures customers can receive excellent services that meet their needs.



Dr. Lincoln Chee, Chief Executive Officer of Quality HealthCare Medical Services attended the award ceremony