

QUALITY OBJECTIVES

Quality Objective 1: To consistently Customer Satisfaction

Increase and maintain the Net Promoter Score (NPS) to at least 85% by June 2025, by implementing customer feedback mechanisms, enhancing service quality, and addressing areas of improvement identified in quarterly reviews

Quality Objective 2: To improve claims processing efficiency and accuracy

Reduce the average claims processing time by 5% by June 2025 while ensuring compliance with the claims department's SOP, by optimizing workflows, utilizing automation, and providing targeted training to staff

Quality Objective 3: Regulatory Compliance

Maintain 100% compliance with ISO 9001:2015 standards and all relevant regulations by conducting bi-annual internal and external audits, and addressing any non-conformities identified within recommended timeline.

Quality Objective 4: Employee Training and Development

Achieve 100% completion of the Continued Professional Development (CPD) program by all employees by June 2025, by implementing a robust training schedule, tracking completion rates, and providing additional resources as needed

Quality Objective 5: Insurance Innovation and Digital Transformation

Increase the digitalization of insurance products and services by 5% annually, and reduce physical visits by the same percentage by December 2025, through the development and implementation of new digital platforms and tools

Commitment and Review

The QMS committee will convene at least once per year, or more frequently if required, to review the effectiveness of the Quality Management System including quality objectives, address any emerging issues and ensure continued alignment with ISO 9001:2015 standards and company strategic objectives.

Signed:


In Capacity of the Chief Executive Officer

