

INDOSWIFT'S QUALITY ASSURANCE POLICY

Indoswift has achieved a reputation of offering highly accurate transcription services in all the countries it serves. We have managed this by focusing our approach to quality control and quality assurance that has been customized by us as per our client's preferences over a decade and a half. We consider quality control as an integral component of all our transcription processes. Our services are economical and at par with international standards. We stay close to our clients to understand them, their business needs better and always strive toward not just meeting but exceeding their expectations.

The steps we take to ensure quality are:-

Client satisfaction - To ensure this, every employee of Indoswift is a part of the quality control program, be it transcribers, quality controllers, editors, HR, finance, office administrators, and managers. All employees of Indoswift perform dual roles; one is, their own core task and second is, of course, to ensure seamless quality at all times.

Adherence to work standards - To maintain complete quality control, every member of Indoswift is trained at ensuring that their best interest lies in moving ahead in the process. Consistent and close adherence to work standards is important to ensure seamless quality. It also makes it a lot simpler to diagnose the problem as it occurs.

Three-tier quality checks - Our well-defined and well-managed quality process at Indoswift necessitates that each dictation undergoes at least two level of quality checks if not more before it is sent back to the client. The final transcript is checked by the administrator to ensure that all text and formatting are intact. The entire process is well-documented and includes record of time consumed at each process i.e. transcription, proofreading, quality checking, and other.

Quality auditing - To verify the effectiveness of the quality process, quality auditing is done by auditors who are highly experienced professionals. Their function is to critically check the errors, judge the effectiveness of the quality analysts, and help in reduction and elimination of any redundancies/errors in the system. We randomly audit 20% to 25% of the overall work done with another level of checks.

Documenting errors/redundancies - Any errors/redundancies that are found during the audit process are documented and a feedback file is maintained. This gets shared instantly among the team members so that they can amend their working practices immediately and continue on their path of continual improvement in quality.

Analyzing and targeting root cause - We feel that the most vital point in preventing the repetition of any negative feedback is the critical analysis of root cause and taking necessary steps to rectify them. After the analyses are done, the operating standards are reviewed and revised. It is critical to reach the root cause of the problem to eliminate the probabilities of its recurrence.

Culture of teamwork - We rely on our culture of teamwork to ensure quality. We continuously provide training to our employees who are skilled, open-minded, motivated, and dedicated to maintaining quality standards in transcription.

Our philosophy of continuous training and structured discussion of feedbacks from our reputed clients allows us to increase quality, efficiency and reduce costs. Indoswift consistently revises its targets and accomplishments to ensure that its clients are happy.