



QIA

Service quality systems

95 Jalan Sultan

Singapore

+6591573128

E: hector@qualityinaction.com

Australia:

l+61412556751

India:

+919845039207

The SMART WAY to

Service
YOUR guests



QIA

Service quality systems

Quality in Action – It has been said that it can be 7-10 times more expensive to gain a new client than to keep an existing one



We take a team approach to assist our clients in looking after their clients.

COMPANY

Quality in Action International Pte. Ltd. is a dully incorporated company in Singapore. It is a joint venture between I-Twine (software solutions) AAHM (accredited training organization (Australia) with more than a century of experience in the service, development, software and consultation industries.



SERVICES

Addressing the needs of managers whose main focus is the delivery of service excellence

WHAT WE DO

Address the different requirements in the service ladder by a timely, no nonsense approach to the delivery of quality service . We do this by delivering to the service provider the necessary tools that will empower them to provide service system capable of providing guest satisfaction in real time through:

1. criteria based surveying
2. instant advise of non-compliance
3. service an d operational audits
4. Human resources needs analysis
5. Training needs analysis
6. Timely reporting
7. departmental and property benchmarking
8. instant comparative graphs

and much more.



- WHO should use QIA**
- All hospitality and tourism enterprises.
 - Airlines
 - Retail
 - Airports
 - Tour operators
 - Transport companies (limousines)
 - Cruise liners
 - Travel agents
 - Government bodies seeking to gather instant statistical analyses
 - Tourism development
 - Hotel development
 - Clients surveys on service and operational issues such as systems pre-audits

Utilisation of QIA is subject to the user's service delivery requirements: 1 hour a day, during three different shifts or ad-hoc through out the day 365 days a year

The most important benefit associated with the use of QIA is its ability to assist management with a quick and timely client complaint recovery. Unlike other systems that would take day to analyse QIA is immediate in its feedback. Furthermore it assists management in creating solid criteria as to how the compliance or non compliance is going to be measured.

QIA should be used by those companies that are serious about the provision of high level of services and that this service delivery in turn is an essential part of its income.