



SIBS PROCESSOS Quality Policy

SIBS PROCESSOS is part of the SIBS Group, so we respect and share the same values and ambitions, which we take on to fulfil our mission to transform processes. At the same time, we are committed to the development of a unique blend of people and technology to achieve the best profitability and added value in the Business Process Outsourcing (BPO) market.

Integrity and rigour define us, our staff, and our products and services. We establish challenging targets to stimulate corporate efficiency. We believe that it is critical to monitor staff and ensure their development, and to stimulate and engage them in the fulfilment of our shared objectives.

We see competitiveness as a healthy and positive aspect of the market in which SIBS PROCESSOS competes. It is the source of the constant pursuit of innovation and transformation that defines us.

Cooperation and commitment are crucial to the creation of a productivity-focused environment. Every member of our staff must share and promote a vision of commitment and team spirit, and never forget to respect others.

Our business activity is focused on customer satisfaction, and a constant drive for added value, and securing our place as a benchmark for the rest of the market. Our BTO (Business Transformation Outsourcing) concept, is an example of the innovative solutions, like our new cheque handling, account opening, and banking attachments service that differentiate us from our competitors. All this has led to the creation of the relationship of trust and partnership with our customers, which is the basis of BPO.

With these values and objectives, SIBS PROCESSOS' vision is always two steps ahead - innovative solutions that guide the end consumer towards the future.

This is the context in which we are determined to preserve and constantly improve our NP EN ISO 9001:2015 certified Quality Management System, and to consolidate our commitment to:

- add value,
- comply with the legislation and regulations applicable to our activity,
- respond to our customers' needs to ensure their satisfaction,
- and comply with internal rules, processes, and procedures.