



Quality
Mark

Feedback

Customer Satisfaction

On the scale of 1 to 4 how would you rate your satisfaction?

	Excellent	Good	Average	Poor
1. Overall quality	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Products value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Purchase experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. After purchase service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QUALITY MARK

It is a three-stage developing process which encourages, confirms, ensures and improves the quality of service provision through awarding the employee with one of the 3 certificates.

Each certificate verifies that the employee's services fulfill the criteria conferred upon the certificate.

It maximizes the results of work

- Promotes organisations and companies as quality approved agencies
- Provides the employees with a qualified certificate.

Advantages for the employer

- Confirms to both clients and suppliers that all employees' skills have been assessed through a recognised quality standard.
- The employees' skills are being constantly improved and especially at critical stages of work where they are carried out in the best possible way.
- Constant improvement leads to precise results.
- Creates higher returns on the investment per employee by providing higher level services.
- Secures the results of corporate training and ensures the employees' appreciation of training.
- Focuses employees' attention on the corporate goals

- Maximizes the perception of the employees' development through the process of certification and relevant professional qualifications.

Advantages for the employee

- Valid certification of their skills.
- A portfolio with recognised certificates and ad hoc recognition of the value of the services they provide and their knowledge of a particular field.
- The role and significance of recognised skills as an investment for the employee and greater recognition within the company.
- Career paths can be clearly identified in order to achieve a greater understanding of the employees' development.
- Contributing to the workplace and the organisation as a person of certified skills, promotes willpower and greater efficiency.





THE QUALITY MARK IS A PROCESS OF THREE STAGES:

1. Commitment to quality
2. Quality checks
3. Quality assurance and development

Basic characteristics and advantages of the Quality Mark

- It provides recognized quality accreditation to both companies and employees.
- It promotes equal access and equal opportunities to the employees.
- It ensures the employees' commitment to excellence and confirms that the company's employees have acquired the appropriate skills.



Quality Mark Award
This qualification certifies the completion of a brief training session in which the employee took part and is given proof of attendance. In this case, no formal evaluation is carried out by external inspectors.



Quality Mark Certificate
This qualification certifies the completion of a brief training session after which employees are subjected to a short assessment based on their knowledge and on the understanding that they have acquired during training. This assessment is carried out by external inspectors and evaluates actual knowledge with multiple choice questions or through live examination which takes place in their workplace and covers their work objectives and roles.



Quality Mark Diploma
This qualification certifies the completion of educational training with defined education goals, where evaluation is carried out by specialized evaluators based on the employees' work objectives and roles.





ABOUT US

The Leaders Qualifications Organisation is the fastest growing certifier of professional skills and quality in the provision of services globally.

Our Mission

We constantly and conscientiously work to achieve the following:

- To enable individuals worldwide to transform positively their life by offering recognition and accreditation to the quality of their work, which results in the creation of a favorable environment in which more and better outcomes are delivered.
- With knowledge and confidence, we create objective and friendly certifications for professionals and enterprises which we accredit after fair and equitable evaluation.
- We cooperate with governments, companies and professionals to achieve their goals and to maximize the results of their work.
- We shall never quit striving to better ourselves as well as the others.

Why Certify?

We offer the certification of work quality to ensure that it is appropriate for the purpose it serves, it has a substantial impact and it is carried out with integrity.

This is carried out through a number of quality assurance schemes, such as:

- Comprehensive and strict criteria and procedures for the approval of organizations with the **Quality Mark** label in order to provide objective proof and trust in the development, delivery and evaluation of the label.
- By monitoring quality assurance systems which are used by approved organizations.
- Through training of quality inspectors and the supervision of their progress, by answering questions about the content, the evaluation and the quality assurance of professionals and enterprises' work.





Participation for the quality label **Quality Mark**

If you wish for your organization to join the quality label **Quality Mark**, please ask for an application form.

Your application will be reviewed by our team and we shall contact you once the checks are completed.

Once approved, we shall arrange a visit to discuss the certification process of your employees and to integrate the certification criteria to the job description and the particular characteristics – requests of your organization, so as to maximize the benefits of the certification for you.



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