

The top management at ADIQC is committed to delivering highest quality services aimed at total customer satisfaction by

- listening to our customers' voice so that we can understand, meet and exceed their needs and expectations in terms of
 - courtesy of staff
 - timeliness
 - accuracy and completeness through our dedicated personnel who have the knowledge, skills and attitude in their respective fields
- striving to be perceived by our customers as one the best in class
- Continually improving our services, procedures and processes
- making facts based decisions
- working towards making our business the best in its kind so that all the stake holders, especially employees take pride in being part of it through communicating with them effectively; soliciting their ideas; opinions; suggestions; feedback and responding appropriately; quickly and effectively
- In the event that one of our customers has a complaint with our services or our actions, reacting immediately and resolving it in the best possible manner
- doing what we have agreed to, keeping our customers informed of progress all the times, wherever possible
- Complying with all the applicable requirements including legal requirements
- Setting quality objectives for performance improvement and business excellence on continual basis

Chief Executive Officer