

	QUALITY MANAGEMENT MANUAL	PROCESS: ADMINISTRATIVE
		CODE: MAN-001
	IQ INSURANCE GROUP LLC	VERSION: 001
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1. OBJECTIVE

Establish the general guidelines of the Quality Management System to ensure operational efficiency, customer satisfaction, and continuous improvement in the provision of insurance brokerage services.

2. SCOPE

Applies to all processes, areas, and staff of the insurance agency, both internal and external, who participate in customer service, policy sales, operational support, document management, and organizational development.

3. QUALITY POLICY

We are committed to providing insurance solutions with professionalism, transparency, and efficiency, ensuring customer satisfaction, the continuous improvement of our processes, and compliance with legal and regulatory requirements.

4. QUALITY OBJECTIVES

- Standardize and document key processes.
- Improve the customer experience.
- Reduce operational errors and rework.
- Implement digital management systems.
- Strengthen staff training.
- Develop and implement illustrative videos as training and educational tools for employees and franchisees.

5. PROCESS MAP

Key Processes:

- ADMINISTRATIVE
- OPERATIONAL
- MARKETING AND SALES
- TECHNOLOGY DEVELOPMENT

Support Processes:

- Document management.
- Technology development.
- Production of training content.

7. SYSTEM DOCUMENTATION

- Quality Manual (this document)
- Procedures
- Work instructions
- Master list of documents
- Records and forms (internal and external)

8. DOCUMENT AND RECORD CONTROL

All system documents are controlled through a master list in Excel or a shared sheet. They are coded and properly stored in OneDrive.

9. RESPONSIBILITIES

Each area is responsible for complying with the assigned procedures. Management is responsible for the implementation and maintenance of the system.

11. QUALITY INDICATORS

To evaluate the performance of the management system, the following indicators are established:

- Customer satisfaction percentage.
- Policy renewal rate.
- Number of errors in policy issuance.
- Average customer response time.
- Percentage of compliance with scheduled trainings.
- Post-sales service time.
- Customer retention rate.