

QUALITY POLICY

TPL Insurance Limited is committed to become a market leader in non-life insurance focusing on all client segments by provision of quality services through innovation, product development and customer engagement.

Our management team has a continual commitment to:

- Consistently provide services in a manner which satisfies customer requirements and expectations with the aim of achieving customer satisfaction
- Communicate the quality policy within organization to all employees and to interested external parties along with benchmark best practices to surpass customer expectations
- Ensure all employees are fully competent to carry out their assigned tasks
- Implement risk management through a process of plan, control and mitigate in line with business requirements and norms
- Comply as a minimum with all applicable statutory and regulatory requirements for quality management system.
- Establish measureable quality objectives and conduct review of Quality Management System (QMS)'s performance at regular intervals to monitor the effectiveness and efficiency of the QMS.
- Encourage continual improvement using strategy of risk based thinking.