



Please know that from now on your salary is divided into three parts.

- 1 - Basic 70%
- 2 - Attendance Incentive of 15%
- 3 - Quality Incentive of 15%

Important Points:

- One day payable is equal to your total salary divided by the number of working days in this month. One hour accordingly.
 - If you do not want to continue with the job, a 30-day notice period is required, otherwise, you will not get paid for the last month.
 - When you start your job your first salary will be credited to your account after you complete a month from the 1st till the 31/30th of a month.
 - Salary for the month will be transferred on or before the 10th of the next month.
 - The quality incentive is 10 points total each month, each mistake from the quality deduction section will cost you one point and 3 points is equal to 5%.
 - Working on your phone will result in a heavy fine of 5000PKR.
 - If you are working with QA Solutions BPO's clients, you are not allowed to ask for personal recommendations or reviews for yourself.
 - You can not directly ask QA Solutions BPO's clients for time off or day off directly without running it by your assigned managers.
 - As the clients come back for work to QA solutions BPO even if they have worked with the company for a number of years. If at any point in life, you make a direct deal with the client from QA Solutions BPO, QA Solutions BPO can take legal action against you and by signing this you agree to pay back the amount in damages to the company whatever the company decides or you will charge guilty and a legal action to detain you will be taken.
 - If at a certain point due to any reason you decide that you will not be able to work with the company anymore and you are not able to serve the notice period, you will not get paid for the dues unless you complete the notice period which is one month after you resign from QA Solutions BPO, if you decide not to complete the notice period you will not get paid for the number of days worked.
 - Your LinkedIn account should be deactivated while the course of working with QA Solutions BPO, if you do not have an account that's okay.
 - If your internal concern is not addressed or answered in 60 minutes, ask again.
 - Always use internal client groups for their questions or concerns.
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- QA Solutions BPO will not be able to entertain any requests regarding early salaries or any advance money to anyone and the date to receive your salary is the 10th of the next month.

Attendance Deduction:

- You are eligible for a paid day off every month.
- This paid-off day is only applicable if you get it approved by the account manager a week before the off day is scheduled. Anything other than this is unpaid off day.

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- In case of a medical emergency, exceptions can be made depending on the case.
- In case you did not utilize your off day in a month, it will be added to the next one, and so on.
- Local holidays will not be entertained as our client base is not Pakistan based.
- Client's local holidays will be entertained according to their demand and you are not allowed to ask or request for a day off directly with the client.

Coming in late or leaving early.

- If the work is interrupted due to coming in late or leaving early, deductions will be marked accordingly.

Check-In Check-Out

- Day starts check-in when you start working is necessary, if you do not Check-In you are not working.
- Break Check-In and Check-Out are necessary in case you do not respond to the queries/questions/calls, it will be considered as an uninformed leave.

Day off on Monday or Friday.

- If you are not present on a Friday or Monday and this was not scheduled. It will be considered a double deduction.

Quality Deduction:

Reports must be sent every day for each client assigned.

- If the report was not sent to the company email, it will be considered that you did not work for the day.
- If the report was sent later (the next day or the next morning) It will be considered that you worked half of the day.

Response time is 5 minutes

- If you are working and are not on an informed break (which is a max of 60 minutes a day) and you do not respond to a client or a manager's question/query. It equals you not working for the day.

Questions for the manager - chase them down till you get a response.

- If you have a question from your team manager, ask in the workgroup. If your query is not answered in 30 minutes max. Give your manager a call and a follow-up message in the group and repeat.

All communication must be done in the internal groups.

- Anything related to the client/project should be discussed in the internal client group.
- Anything discussed outside of the internal group will not be looked into and will not be considered official.

If you do not understand a task.

Step 1: Google/Youtube

Step 2: Reach out to the manager.

(NEVER ASK THE CLIENT DIRECTLY AGAIN IF THEY HAVE TRAINED ONCE ON A TASK)

Meeting notes at the end of all meetings.

- After you are done sitting in a client meeting, share the summary of the meeting in the internal group and get it approved before you send it to the main client's group.

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No assumptions when it comes to instructions.

- If you are not sure about anything ASK. (THE TERM “MUJHAY LAGA” IS NOT ALLOWED)

Never say NO to a client.

- If they talk about a new task, listen and approve even if you do not know how to do it. Tell them you know something similar and you will look into this and get back to them on it.

If you have made a mistake, convey it to the team.

- If you have made a mistake and you mention it to your manager, you can save a point here.

All zoom meetings are Video enabled.

- You should know a zoom meeting can require sharing your computer screen, your camera should be working and the internet connection should be stable.

Follow simple instructions to the point without any assumptions.

- When a task is being delivered to you, you should take notes.

- **QA Solutions BPO can decide if you are not a useful resource and can inform you with reasoning and dissolve the job contract with you.**

- **The Employee agrees to maintain the confidentiality of all proprietary information and trade secrets of the Company. The Employee further agrees not to use or disclose any confidential information for any purpose other than to perform work duties assigned by the Company and the company can take legal action against the employee if this happens.**

Bonus:

- If your performance is exceptional and you are fulfilling all the quality and attendance criteria 100% you can claim your bonus after 2 months of being persistent.

IMPORTANT:

Please attach a colored PDF of your CNIC and a utility bill for your mailing address to this document and sign it before you send this back.

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