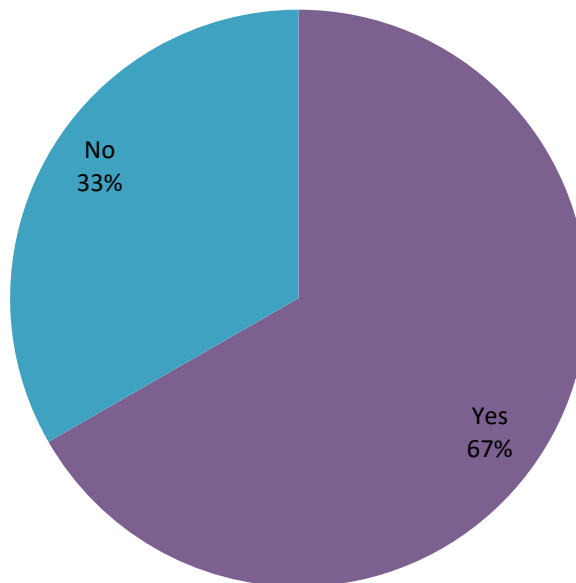


January 2019 QotM (PL Only)

Does your organization employ quality review programs to ensure compliance of Service Level Agreement (SLA) targets for on-shore and off-shore staff?



| Value | Percent | Count |
|-------|---------|-------|
| Yes | 66.7% | 6 |
| No | 33.3% | 3 |
| | Totals | 9 |