



OUR QUALITY ASSURANCE POLICY

At Uga Escapes, we are committed to consolidate its position as a valuable partner in Hospitality sector, through quality services with luxurious products, and processes efficiency.

In order to obtain customers confidence that planned product quality is achieved by the Uga Escapes established with the following strategic objectives:

- maintaining customers confidence at highest level and increase customer satisfaction
- high rating in Trip advisor and other online forums
- increase the productivity of the establishment with modern technological advancement
- increase employee's competence by training, awareness and evaluation.
- deployment of quality responsibility toward bottom of the organization
- better communication on quality, both internal and external
- periodical evaluation of employee performance, employee satisfaction

Entire management team of Uga Escapes is fully committed in meeting customer as well as statutory and regulatory requirements and in continuous improving of Quality assurance and its effectiveness.

For coordination of Quality assurance implementation and follow-up of objectives achievement is appointed to the Heads of the department and their representatives.

It is empowered to all the team members for ensure that processes needed for the Quality Assurances are established, implemented and maintained and reporting to top management on the performance of the Quality Assurance and any need for improvement.