

AMERICAN TRANSCRIPTION SERVICES QUALITY POLICY

American Transcription Services has a team of experienced transcribers for assisting in attaining and offering a superior quality of service. Our services have been developed over a decade and aim at assuring a high level of quality at all times.

Our services can be customized to cater to our customer's requirements. Our services are qualitative, within budget and at par with international standards.

We always endeavour to exceed our client's expectations. We achieve this by involving all our employees in quality control by keeping them abreast with client's requirements and our quality policy at every step. Every member of our organization performs twin tasks, one is their core task and the other is quality control.

To ensure seamless quality, our employees are trained in adhering closely to the work standards. This helps in identifying problems that may occur and where they occur.

The steps we take to assure quality transcription includes -

- ✔ Performing at least two-level of checks; at times three.
- ✔ Verifying the format of the documents before sending them to the client to ensure text and formatting are intact.
- ✔ We maintain record of time spent in each step of the process including transcription, proofreading, quality checking, auditing for analytics.
- ✔ We carry out audits on 20% to 30% of the overall work by our highly experienced and skilled editors. These also include reports that have been done earlier, because we aim of keeping a check on the errors, judging the effectiveness of the quality analyst. This assists in reducing and removing any redundancies/errors in the system.
- ✔ We maintain a record of any redundancies/errors found in the process and conduct regular knowledge-sharing sessions with our team members in helping them to tackle them. This ensures that there is a change in working practice along with continual improvement.
- ✔ We feel that the most important point for preventing recurrence of any negative feedback is critically analysing the reasons behind them, reaching to its root cause and taking steps to rectify them

We owe our success in offering seamlessly high quality standards by relying on our culture of teamwork. We regularly provide training to our transcribers to help them in providing quality transcription services. This philosophy of continuous training and discussion of feedbacks from all of our reputed clients assists us in increasing quality, efficiency and reducing costs.