

SERVICES PORTFOLIO



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The industrial, services and e-business markets will recognize QUALICALL as a small, cohesive and competitive company, but with a very broad knowledge base to offer to its customers.

MISSION

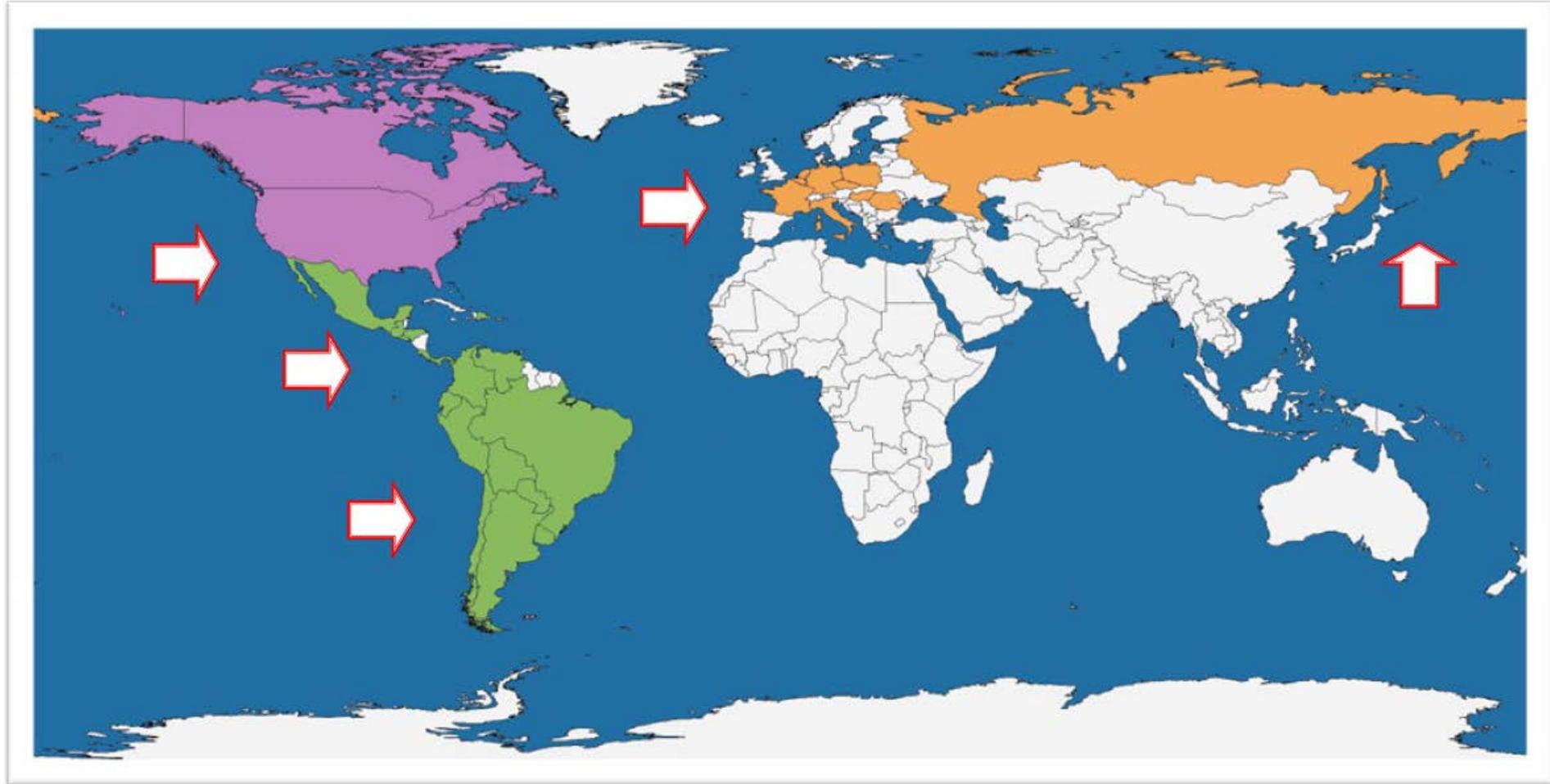


Consistently improve the companies results
providing the best and most updated
management practices through training, advisory
and technical support.

- CREATIVITY - is expressed in all technical materials and services performed;
- CUSTOMIZATION - is the relationship approach adopted with customers;
- FOCUS ON RESULTS - positive results for clients will stimulate better results for the company, employees and partners.

To inform and advise organizations in a creative and customized way, with a structure of qualified professionals who provide updated knowledge for the business management of organizations, with quality.

REGIONS OF OPERATION



SERVICES PROVIDED



- Open and in-company Trainings
- Advisory
- Audits
- Development of suppliers
- Planning and Project Management
- Customer satisfaction survey
- Self-training
- Document translations

AREAS OF EXPERTISE



- Organizational Strategy
- Process Management
- Lean
- Human Resources Management
 - Environmental survey;
 - Profile assessment skills;
 - Performance evaluation;
- Logistics and Supply-Chain
- Supplier Qualification
- Risk Analysis
- ITIL

AREAS OF EXPERTISE



- Quality Management:
 - ISO 9001 – General
 - ISO 13485 – Medical Devices
 - ISO 20252 – Research Institutes
- Quality Control
- Environmental Management – ISO 14001
- Health and Safety Management – ISO 45001
- Good Manufacturing Practices – GMP
- CE mark
- Integrated Management Systems – IMS

AREAS OF EXPERTISE



- FSC – Chain of Custody
- LGPD - Brazil's General Data Protection Law
- ISO 27001/27002 – Information Security
- ISO 27005 – Risk Management for Information Security
- ISO 22301 – Societal security — Business continuity management systems
- ISO 31000 – Enterprise Risk Management
- ISO 38500 – IT Governance
- ISO 26000 – Social Accountability
- SA 8000 – Social Accountability
- NR-s – Knowledge of the specific requirements of the Brazilian Regulatory Standards

AREAS OF EXPERTISE



- Development of high performance teams
- Techniques for the Commercial Area - Negotiation and Attendance
- Tools for Areas of Operation / Productivity - TOC, TPM

Dynamic and customized training in several modalities:

- Training offered to the public
- On-line training
- In-company training
- Training to small groups
- Individual training
- Preparatory meetings for customize training speech

TRAINING TAILORED



Your organization defines the theme and QUALICALL will:

- Research and evaluate
- Define training program
- Prepare materials
- Prepare guidelines
- Prepare games and dynamics

- With defined schedule - MS Project
- Structured with performance indicators
- Focused on results for the organization
- Development of organizational resources
- Constant monitoring reports
- Proposing improvements to results
- Specific or long-term projects

Audits in various segments:

- System audits
- Process Audits
- Product audits
- Audits of Suppliers
- Among others

Can be performed in several stages:

- Initial diagnosis
- Pre-certification
- Management Systems Maintenance
- Corrective actions monitoring
- Operating performance evaluation results
- Supplier development

Focusing on PMI guidelines:

- Defining resources
- Survey timing and operation methods
- Planning the project driving dynamics
- Qualification of resources (human, financial and physical) order to meet the goal
- Execution with the organization's resources or QUALICALL resources

CUSTOMER SATISFACTION SURVEY



Measure customer confidence and understand the reasons for high or low trust for the analyzed company

- With the application of the NPS methodology
- With the application of the NPS methodology and the application of the positioning methodology without competition analysis
- With the application of the NPS methodology and the application of the positioning methodology, with the competition analysis



TRANSLATIONS AND VERSIONS



- English to Portuguese and vice versa
- Spanish to Portuguese and vice versa
- Italian to Portuguese and vice versa
- German to Portuguese and vice versa
- For technical literature, manuals and general documents
- Available for all Microsoft Office Softwares configuration

PROFESSIONALS WORKING IN QUALICALL



- Professionals involved in the company for more than three years
- Strong knowledge of work standardized methodologies
- The professionals associated with QUALICALL have a university degree, postgraduate or MBA, and specialized in their fields and having national or international certifications

SOME OF OUR CLIENTS



GENERAL INDUSTRY

- NORDEX ENERGY BRASIL
- PPE INVEX
- ESSENTRA
- WHEATON
- HUTCHINSON
- LORENZETTI

SERVICES

- DECLINK
- SCOPUS
- IBM
- TELEFÔNICA
- PLANMARK
- IMPRENSA OFICIAL

SOME OF OUR CLIENTS



MEDICAL DEVICES / PHARMACEUTICAL AND COSMETICS

- ALIGN TECHNOLOGY
- BECTON DICKINSON
- BOMI GROUP
- EDWARDS LIFESCIENCES
- GE HEALTHCARE
- GE LIFESCIENCES
- MEDTRONIC
- UPS
- HOLOGIC LATIN AMERICA
- JANSSEN-CILAG FARMACEUTICA
- JOHNSON & JOHNSON
- KARL STORZ
- LINET
- NATURA
- OLYMPUS OPTICAL
- ZIMMER BIOMET



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