QUALITY POLICY

We are Virtualmind, an IT Staff Augmentation company that helps US companies boost their businesses. How? By providing them with outstanding developers, UX/UI designers, DevOps, QAs, and more, who are always ready to ramp up any project. We established the following Quality Policies in order to achieve our vision and mission:

PROCESS QUALITY
Our mission is to develop top-of-the-line technological products and services that allow our clients to achieve success in their respective businesses. We accomplish this through innovative thinking and strong commitment, by using the most recent technologies, and focusing on the quality of the service provided, thus becoming a strategic partner.

CUSTOMER SATISFACTION COMMITMENT
We add value to each developed task, bringing a high-quality service to satisfy our customer's needs, allowing them to achieve their strategic objectives while keeping their loyalty through a strong involvement of the entire team.

WORKING ENVIRONMENT MANAGEMENT
We feel deeply involved in the creation of a peaceful and enjoyable work environment where partnership, learning opportunities, and personal growth are a daily motivation.
Values such as innovation, commitment, responsibility, and creativity are fostered to increase everyone's progress. Each Virtualmind member, also providers and clients are treated with care and respect, essential foundations for the success of our projects.

HUMAN RESOURCES / CONTINUOUS TRAINING
We consider that the most valuable component of an organization is the people, therefore we provide continuous training to all our collaborators in accordance with the technological and methodological changes, project requirements, and individual goals.

CONTINUOUS IMPROVEMENT
We believe that we are engaged in an activity that is continuously evolving. Accordingly, we respond to this challenge by growing through a continuous improvement process which includes the constant incorporation of technological knowledge, industry understanding, process improvement, and development the expertise of our collaborators.

RELATIONSHIP WITH SUPPLIERS
We focus on a mutually beneficial and long-term relationship with our suppliers, based on mutual trust, the development of a cooperative atmosphere, and the compliance with the responsibilities undertaken by both parties.

BUSINESS STRATEGY
The permanent growth of our portfolio of customers as well as the high loyalty level of the present ones as a result of the satisfaction in the services provided is our goal.

Every member of Virtualmind firmly commits to working within this reference framework with the conviction to comply with these Quality Policies.

Javier Minsky

Javier Minsky (CEO), January 2nd, 2016

VIRTUALMIND
Coding Success Together