

ASCELA

Advisors

Mission and Vision
Statement

Our Vision

Become the most prominent advisory firm regionally and globally and the trusted advisor to organizations and individuals seeking distinctive and strategic recommendations for business growth, process improvements, and sustainable development. To assist our clients in enhancing their future through our innovative processes, and knowledge-driven approach which shall not be only time effective but also cost-effective, without compromising quality, The core functions that drive our visions have always been **Ethics, Curiosity, Imagination, Diversity & Sustainability**.

OUR SMART MISSION

ASCELA aims to provide our clients with products and services that meet and exceed their expectations. We are committed to continuous improvement and have established an internal Quality Management System, which provides a framework for measuring and improving our performance.

Our Quality Management System aims to ensure:

Client-Centric Excellence	Business Growth	Professional Development and Empowerment	Corporate & Social Responsibility
Deliver exceptional value to our clients by understanding their unique needs, providing sustainable solutions	To be the leading and most trusted infrastructure consultancy firm globally, known for innovative solutions	Foster a culture of continuous learning, professional growth, and empowerment among our team.	Actively engage with local communities, stakeholders, and society at large, contributing to social well-being.

ASCELA recognizes the importance of the quality of our service to our clients and the future of our business. We are convinced that quality is a degree of excellence, which is ever-changing. Though the Director/Business Head has ultimate responsibility for Quality, all employees have a responsibility within their work areas to help ensure that Quality is embedded within the whole company.

Our internal procedures are reviewed regularly and documented in a Quality Manual, which is available to all employees on ASCELA’s Zoho People Page.

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OUR MISSION

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Our Quality Management System aims to ensure that:

- We deliver a quality service to maintain excellent customer relations.
- Customer satisfaction remains inherent to our business.
- Our customer's requirements have been fully understood and met.
- All work is carried out consistently to a defined standard.
- We have the skills and resources to fulfil our customer requirements.
- Our staff are fully trained and involved in quality improvement.
- We strive to improve our systems and procedures continuously.
- We only use services that meet our quality assurance standards.
- A professional approach to customer interface is always maintained.
- Any complaints are dealt with efficiently and within an acceptable time.

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