

QUALITY ASSURANCE HEALTH & SAFETY (QAHS)

As an ISO9001 certified company, Moody International is mandated to document all customer feedback, both positive and negative. In order to capture this information in a strategic and consistent manner, a web-based tool, initially called "Customer Feedback Log" (CFL), was developed. When customer feedback is captured in the system, an automated email message is directed to the receiving Moody International office for investigation, including proposing corrective and preventive actions. After actions are proposed, the feedback is accepted by the issuing office, and signed off by the Moody International corporate quality representative.

This tool was renamed Quality Assurance Health & Safety (QAHS) in early 2008 as the tool now also includes the recording and investigation of occupational health and safety incidents reported with the Moody Group offices on a worldwide basis. Ultimately all records are reviewed at a corporate level, and then the entries are closed out if the action taken has been deemed appropriate.

Quarterly analysis of all recorded incidents captured in the QAHS system are reported to the Moody International Board of Directors for review and discussion as part of the company's Key Performance Indicator (KPI) review. The intent first and foremost, is to ensure that Moody International personnel are working in a safe and secure environment, as well to capitalize on positive areas of strength in the organization, and to review areas where improvements may be required. Recent external audits of the Moody International Quality Management System (QMS) have all highlighted this tool as an effective means of controlling this requirement.