

# QUALITY POLICY

*YES BANK will strive to ensure  
Superior Service Experience  
through  
Operational Excellence, Innovation,  
Cutting-edge Technology and  
Best-in-class Systems & Processes  
in its mission to become the  
Best Quality Bank of the World in India.*



## Quality Objectives

*Ensure high customer satisfaction levels and reduced percentage of complaints from customers.*

*Ensure adherence to laid down standards, compliance and minimum errors in processing.*

*To recruit competent people and continually train them to achieve optimum productivity.*

*To ensure high adaptability to change based on feedback from customers & employees.*



**Rana Kapoor**  
Managing Director & CEO