

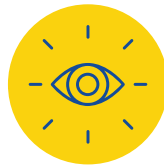
QUALITY POLICY

The management of Mpower has defined its policy statements as given below:



MISSION

Our mission is to empower individuals with mental health concerns, and their families, by creating awareness and alleviating stigma; advocating prevention, fostering education, and providing world-class holistic services so that they may lead meaningful and productive lives with respect and dignity.



VISION

Mpower aims to help create a society where people with mental health concerns and their caregivers receive professional support, care and acceptance to facilitate their recovery, without facing discrimination or shame.

Mpower hopes to help in bringing about change in the public perception of people coping with mental health concerns, and facilitate recovery without facing discrimination or shame, whilst simultaneously bringing change to policy and public life.



QUALITY POLICY

We are committed to provide high quality services to all our customers. As a means of achieving this goal, we have established and implemented a documented Quality Management System (QMS) that has the following objectives:

- Reach out to target audiences and increase awareness of mental health
- Achieve high level of customer satisfaction in all our services
- Ensure all processes of the QMS are conducted in an effective and efficient manner
- Identify opportunities and work towards continual improvement in all processes
- Adhere to applicable legal and statutory requirements



Neerja Birla, Founder
(Mpower Minds)