



Akran recognizes enhancing quality as a crucial management task, and we incorporate quality and reliability improvement considerations into product development, planning, engineering, production, sales and service activities. In 2003 we formulated corporate quality standards that outline minimum requirements for all of Akran products in an effort to improve our product quality management system. We have also implemented a Customer Service Strategy headed by Monica Channa, VP of Operations, as the ultimate authority for customer satisfaction and quality-related issues.

Akran provides a full guarantee on all of its products and services to encourage customers to express opinions and report issues at any time, and to gather product quality-related information and promptly identify problems. Once identified, Akran works with its team and partners to make appropriate improvements. We have also established a reporting channel to gather opinions from Akran employees, thereby helping us to detect problems early and respond promptly.