



Quality policy

concerning the handling of correspondence

BackOffice Outsourcing Sp. z o.o.
External version for customers and contractors
(ISO 9001:2015 compliant)

Purpose of the document

The purpose of this policy is to provide our clients and business partners with transparency and trust regarding the back office and correspondence handling services provided by BackOffice Outsourcing Sp. z o.o.. We operate based on the requirements of ISO 9001:2015, ensuring high quality, timeliness and full compliance with legal regulations and information security policies.

Scope of services

- receipt, registration and filing of incoming correspondence
- preparation, transmission and archiving of outgoing correspondence
- support for ePUAP, e-Delivery, CRM and traditional mail channels
- digitisation of documents and their secure storage
- operational reporting and statistics in line with SLA

Standards and compliance

- The document handling system is ISO 9001:2015 compliant
- We comply with the provisions of GDPR, the Postal Law and the e-delivery Act
- We operate a secure COK registration system (<https://cok.com.pl>)
- The entire service process is subject to regular internal audits and management reviews

Key qualitative assumptions

- Registration of incoming document: up to 2 hours after receipt
- Dispatch of outgoing correspondence: on the day of its preparation
- 100% of documents digitised and recorded in the system
- Monitoring of quality indicators (KPIs) and improvement activities

Infrastructure and security

We carry out our services using modern tools:



- Fujitsu ScanSnap SV600/iX500 document scanners
- Toshiba e-Studio devices (9029A, 330AC, 528P)
- COK registration system (certified, with backup)
- data encryption and rights-based access

Complaints and notifications

E-mail address for submissions: bok@backofficeoutsourcing.de

Claim form: <https://backofficeoutsourcing.es/en/files>

Complaint handling time: up to 7 working days

Territorial scope

We serve clients throughout the European Union, ensuring compliance with national and Community regulations. We provide our services in both an onsite (on the client's premises) and fully remote model.

Principles of cooperation

- The service is provided on the basis of an outsourcing contract or a power of attorney
- Employees are trained in quality, security and data protection
- Each client has a dedicated project manager (Project Manager)

Documents and annexes

The full ISO 9001 correspondence documentation (including procedures, instructions and checklists) is available for inspection or audit upon request.