

# Management Assessment System of JYWJ

We formulated this system to ensure the comprehensive and effective implementation of the management consulting project, to cultivate high-quality, high-level and highly efficient management consulting team; to continuously improve the level of consulting service, and to better meet the diverse needs of customers.

## 1. Basic behavior specification

1.1 To maintain the company's image externally, no violation of national laws, regulations and internal regulations shall be made.

1.2 All employees must wear formal clothes during working time.

1.3 During the project, all employees are not allowed to participate in gambling activities such as playing mahjong, playing cards, and playing dice with hospital workers.

1.4 It is not allowed to borrow money from clients.

1.5 During the meeting, the communication with clients, the visits and investigations, the meal with the clients, it is not allowed to conduct long telephone conversations, frequent SMS, QQ, etc. Exceptions are excepted.

## 2. Project work regulations

2.1 In the absence of a factual basis, it is not allowed to make any statements; personal opinions about the consulting project may not be freely published to the customer; the client's interpersonal relationship may not be involved, and at the same time, an independent, fair and objective position shall be maintained.

2.2 Do not release any customer's information to the outside world.

2.3 The confidential documents of the company must not be released, and the research results of the company shall be protected to better maintain the competitiveness (except for the company's clients after consulting the company's chairman and obtaining approval).

2.4 Without the permission, it is not allowed to copy the files on the computers of others.

2.5 The information provided by the hospital shall be properly kept and returned after using. Keep the questionnaire carefully, and make sure be processed at the end of the project after the approval of the company.

### **3. Checking regulation**

**Working time:** All management consultants of the company work the same hours as the clients they are servicing.

**Attendance method:** All employees of the company must implement the sign-in system, and the sign-in must be performed personally.

### **4. Regulations of communication and complaint**

All project managers of the company must maintain communication frequency and service quality with the clients. In order to ensure the quality of work for follow-up service projects and improve the satisfaction of the hospital, the assessment requirements for tracking service are formulated.

4.1 Keep in touch with the Dean and the financial or other key personnel of the hospital once a month.

4.2 During the service period, it will regularly monitor and guide the work within the scope of management consultation.

4.3 The hospital's custody, relocation, transformation, division, and major personnel changes should be known in a timely manner.

4.4 On the 15th of each month, the tracking service monitoring sheet will be sent to the mailbox of tracking service department.

4.5 The service department conducts regular visits to follow-up service projects, and understands the satisfaction of the dean and other key personnel during the return visit.

4.6 According to the needs of clients we need to supply field tracking assistance, and to help clients solve practical problems.

4.7 At the middle of each year and at the end of each year, the follow-up service plan for the next six months must be submitted to the service department.