



Serenidad[®]
C o n s u l t i n g

QUALITY POLICY

Serenidad Consulting® has been founded on three guiding principles – Excellence, Great Leadership and Positive Personal Power.

Our standards are to:

- maintain our focus on peace, calmness and compassion in all that we do;
- achieve 100 percent client satisfaction;
- constantly improve the quality of our services and products to ensure we serve our clients to the highest possible standard at all times and with the broadest range of competencies possible;
- ensure ongoing efficiency and effectiveness in all our operations by being innovative and courageous every day;
- remain consultative, transparent, honest and communicative in all our dealings;
- apply all lessons learned, to ensure continual improvement in every aspect of our operations.

I am committed to leading the organization in maintaining these quality standards.

Nola A. Hennessy
Managing Director and CEO

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