

## QUALITY POLICY & OBJECTIVES

Qualstar is a private limited company (incorporated on the date 24.04.2017 under the companies act 2013(18 of 2013) and is limited by shares. Qualstar Private Limited having offices at: Registered Office; 1110, 11<sup>th</sup> Floor, Navrang House, 21 K.G. Marg, New Delhi 110001.—With the aim of classifying tourist accommodations based on contemporary standards of facilities and services available, Qualstar Pvt Ltd, has formulated a voluntary scheme for classification of operational hotels into the following Star Category Hotels: 5 Star, 4 Star, 3 Star, 2 Star & 1 Star.

Each star category will be denoted by the Qualstar quality mark where one Star certification mark denote a one-star rating, 2 Star certification mark denote a two-star rating, 3 Stars certification mark denote a three-star rating, 4 Stars certification mark denote a four-star rating and 5 Stars certification mark denote a five-star rating. Classification is done against an objective criteria checklist laid down in the Qualstar standard **QPL 01 2020**. These are used to ascertain the quality products and services, leading to the grant of the applicable star rating.

### **Objective**

*Qualstar is a certification body that classifies hotels into five distinct star categories.* The main objective of the Qualstar hotel classification accrue primarily, but not exclusively, to consumers (guests), accommodation providers and travel agents, as a reliable information tool available to intending guests in advance on what can be expected in order to reduce the gap between expected and experienced facilities and service delivery. The terms ‘classification’ and ‘star rating’ are used to refer to the same concept, i.e. to rank hotels by their facilities and standards.

### **Quality Objectives**

*The Qualstar classification system rates tourist accommodations against a set of criteria contained in the QualStar Standard **QPL 01 2020**.* The fulfilment of the criteria is checked by qualified mystery auditors by conducting Site (hotel) audits. *The subsequent star classification of the audited accommodation is an unbiased, impartial and true depiction of the product quality. Surveillance audits assure sustainability of that quality.*