



e4e is pleased to announce that it has been acquired by nThrive. nThrive is a growing industry leader that leverages technology, services, education and analytics to create complete Patient-to-PaymentSM capabilities that our clients need.

To learn more about nThrive, please click here.

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Quality Assurance Program

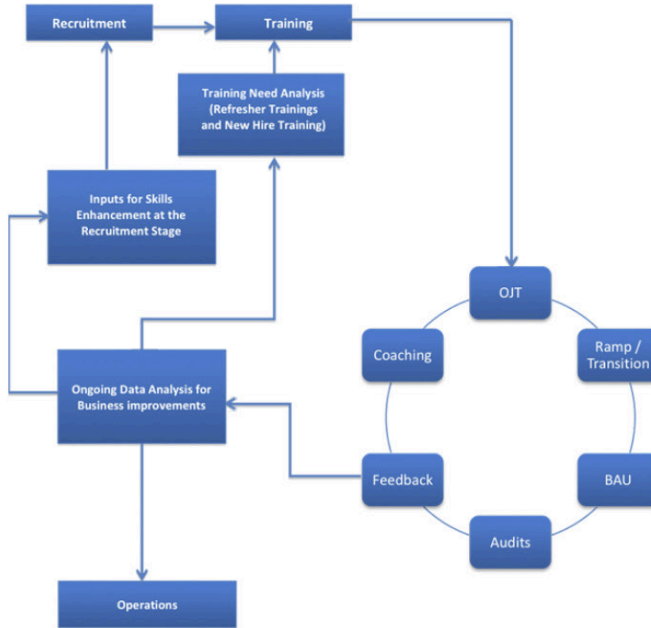
e4e's "Total Quality Management System" complies with the most stringent standards of the ISO 9001-2015, SOC 2 Type II, SSAE16 Type-II, HIPAA, CMS and other relevant regulatory requirements. e4e is committed to developing and implementing processes that are of the highest quality through a robust Quality Audit/ Quality Checking process; through our Center of Excellence efforts; with regular audits and frequent communication to our employees; undertaking Continuous Improvement initiatives—all done to ensure we meet and exceed our client requirements.

e4e's Quality Assurance and Quality Management program is part of the Operational Excellence function. To avoid any potential conflict of interest, our Operational Excellence function reports directly to the CEO, and not to Operations.

e4e provides Quality Assurance through stringent transaction monitoring and process controls for all client engagements. The QA team audits transactions based on Six Sigma methodologies with 95% confidence level and confidence interval of 5.Q. A Dashboard are circulated daily or weekly, internally to the Operations team, Learning Development team and to other relevant stakeholders.



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Calibrations are conducted periodically, both internally with our Operations teams and with representatives from the client's side to ensure that both the e4e and the client have the same understanding of the metrics, its measurement, and the overall methodology. Gauge R&R; is another measurement technique that is used to analyze the amount of variability in the measurement systems. The two important aspects this technique looks at are Repeatability and Reproducibility of performance trends. This analysis is reviewed and is shared with our clients on a mutually agreed frequency. This then becomes the basis on which actions plans are initiated for continuous improvement.

Quality Methodology

Roll your cursor over each element for more details.

