



Affinity Global becomes the first Central American site to be COPC GMD certified.

Panama City, Panama— October 15th, 2014. — Affinity Global received word from COPC Kenwin that it had successfully achieved certification under the Guidelines for Performance Improvement COPC, Version 5.1 (GMD) for its Cable & Wireless Panama program. During their first year of implementation, Affinity Global was able to obtain excellent results through the introduction of methods of work performance and continuous process improvements.

Affinity Global's Panama site became the first company in Central America to achieve certification of the Guide to Performance Improvement COPC (GMD) which is incorporated in a comprehensive management system focused on the conduction of high performance inbound, outbound and back office.

About Affinity Global

One of North and Central America's leading providers of multi-national customer management solutions specializing in customer contact, first party receivable management and third party recoveries. Affinity Global helps Fortune 500 companies create profitable, sustainable connections with their customers.

We leverage the latest technologies, Customer Operations Performance Centre Inc. (COPC) operational methodology, and more than 15 years of experience to deliver superior results to businesses.

We connect people- our customers to their customers daily. We do so with an unsurpassed passion for performance and an unwavering commitment to results.

With offices in Canada, the U.S., U.K. and Panama, Affinity Global employs over 1,700 people worldwide.

About COPC

COPC Inc. is a global consulting, training and certification company that helps organizations improve revenue, reduce costs, and increase customer satisfaction in operations that support the customer experience.

Serving enterprise companies with customer operations in 70 countries, COPC Inc. is committed to improving operational performance and ultimately driving growth and profits for our clients.

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For more information on Affinity Global:

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