

QUALITY MANAGEMENT SYSTEM

QUALITY MANUAL

TITLE: QUALITY POLICY

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QUALITY POLICY

As an extension of organizational Principles, **Pakiza Software Limited** commits itself to the following Quality Policy:

- 1. Establish a Quality Management System through the effective implementation and certification to the ISO 9001:2015 standard.
- 2. Consistently ensuring timely delivery of products and services to meet customer's requirements.
- 3. Cultivate and maintain a dynamic and vibrant managerial culture, which incorporates continual feedback and improvement.
- 4. Undertake regular training programs to develop employees, thus allowing each employee to recognize their responsibility for ensuring quality.
- Attempt comprehensive understanding of customers' requirements, and deliver a product and service to match or even exceed these requirements to achieve customer delight.
- 6. This policy is reviewed from time to time for its continuing suitability.

Encourage sharing of information on quality among the major stakeholders of the company, and solicit their inputs to enable us to meet their expectations. Furthermore, the Quality Policy would be promoted across all levels of employees to encourage them to embrace quality as their personal commitment.

Approved by:

Managing Director

Date: