

# **Quality Policy**

2018

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DATE	STATUS	VERSION	REASON	NAME
02.08.16	Draft	1.0	Creation within ISO 9001:2015	Quality Manager

GLOSSARY

ACRONYM	DEFINITION
QM	Quality Manager
CSO	Chief Security Officer
CTO	Chief Technology Officer
CEO	Chief Executive Officer

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## 1. Purpose and Scope

At TIMWE the management is committed to ensure a long-term partnership with customers by providing world class solutions and services that exceed expectations.

In order to make the above statement a reality, a Quality Management System was developed to continuously improve the way that TIMWE's products and services meet customer requirements and enhance customer satisfaction.

Therefore, the present document applies to all TIMWE employees, both external and internal, partners and external providers, which are responsible for complying with this policy and associated procedures.

## 2. Management Commitment

We recognize that consistent satisfaction of customer needs is essential to business survival. We diligently work towards securing a long term partnership with each customer and we intend doing this by:

- Continual improvement of processes that will lead to achievement of higher levels of performance;
- Focusing on managing, leading and developing people resulting in proactive employees, positive management and high performing teams;
- Ensuring that quality standards are met prior to delivery of all products and services, through appropriate quality control and quality assurance practices;
- Fulfilling the regulatory rules and commitments agreed with clients, ensuring reliability and customer satisfaction in IT products and services provided;
- Promoting continuous improvement of the effectiveness of the Management System through the dissemination, management and control of established goals.

## 3. Communication

Management intends to emphasize the importance of an effective QMS and of conforming to QMS requirements, in order to ensure this policy is understood and TIMWE quality intentions are applied and maintained in the course of the activities, throughout the organization.

The present document shall be made available to all relevant interested parties, as appropriate.

In order to foster a corporate environment anchored on continuous improvement, this document shall always be available and maintained as documented information despite the potential reviews and updates that it might be subjected.

## 4. Related Documentation

- ISO 9001:2015 – Quality Management Systems - Requirements