

QUALITY MANAGEMENT SYSTEM POLICY

Policy Statement

At Sofstica Solutions, we are committed to delivering excellence in software engineering services by implementing a robust Quality Management System (QMS) that aligns with the ISO 9001:2015 standard. Our policy emphasizes a culture of continuous improvement, process optimization, and an unwavering focus on customer satisfaction. We strive to exceed customer expectations by embedding quality principles into every stage of our operations and delivering reliable, secure, and innovative solutions. Our core commitments include:

Customer Centricity: We prioritize understanding the evolving needs of our customers, ensuring that all solutions we deliver are fit-for-purpose, reliable, and timely. Customer feedback forms a vital part of our service improvement cycle.

Process Excellence and Optimization: Through a structured approach to risk-based thinking and process improvement, we aim to minimize variability, enhance productivity, and reduce rework and defects in all our deliverables. Lean and Six Sigma methodologies are leveraged to drive operational efficiency.

Employee Engagement and Empowerment: We foster a culture of accountability and continuous professional development by equipping our team with the skills, knowledge, and resources necessary to achieve operational excellence and personal growth.

Data-Driven Decision Making: We make strategic decisions based on a thorough analysis of performance data, customer feedback, and market trends. Metrics and KPIs are regularly monitored to ensure alignment with our strategic goals.

Compliance and Integrity: Compliance with applicable statutory, regulatory, and contractual obligations is non-negotiable, and ethical business practices guide all interactions internally and externally.

Review and Communication: This policy is communicated to all employees, contractors, and relevant stakeholders and reviewed at least annually or as changes occur in our strategic objectives, market conditions, or applicable requirements.