



Quality Policy

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Avantech group is committed to provide customer satisfaction through quality software solutions, office equipment and related products and services to the business community locally and abroad.

Avantech provides for the development and training of all employees to ensure full understanding, commitment, and involvement of all the staff associated with the provision of equipment and Software development. This ensures Avantech group can meet the company's business objectives and is able to sustain the quality principles and values by which the company abides.

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At Avantech group we nurture Quality principles and Values, as we:

- We keep the customer at the center of each strategic decision we take when it comes to our key competencies (software development, solution delivery and hardware sales)
- Avantech constantly keeps in touch with its customers via formal and informal mechanisms.
- Focus on service and product excellence at every stage of the engagement process
- We realise that the future success of our firm depends on two key factors:
 - o Employee satisfaction (retention)
 - o Having an open line of communication with our clients where they can share their views and feedback openly.

To implement this policy, we have adopted a quality management system based on the requirements of ISO9001:2015. We commit ourselves to continually improve our integrated management system and its effectiveness year on year.

The effectiveness of this policy is measured through our Quality Objectives which together with this policy are reviewed on an annual basis to ensure continuing suitability and to ensure that our focus is maintained.