

Title:

Quality Manual

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<p>QM-4-IT / LOGO</p>	<p>Title: Quality Manual Category: Manual</p>		
<p>Document ID QA-SOP01</p>	<p>Version 1.0</p>	<p>Effective Date 01-Jan-2026</p>	<p>Status Effective</p>

Table of Content

1 PURPOSE..... 3

2 SCOPE 3

3 MISSION..... 3

4 REFERENCES..... 3

4.1 Internal References 3

4.2 External References 4

5 ABBREVIATIONS, TERMS & DEFINITIONS..... 4

6 ROLES AND RESPONSIBILITIES 4

7 QUALITY POLICY 5

7.1 Overview 5

7.2 Key Performance Areas..... 6

7.3 Process Overview 7

8 QMS STRUCTURE AND PROCEDURES 8

8.1 QMS Structure..... 8

8.2 QMS Procedures..... 9

9 MANAGEMENT REVIEWS 11

10 ATTACHMENTS..... 11

11 DOCUMENT REVISION HISTORY 12

<p>QM-4-IT / LOGO</p>	<p>Title: Quality Manual Category: Manual</p>		
<p>Document ID QA-SOP01</p>	<p>Version 1.0</p>	<p>Effective Date 01-Jan-2026</p>	<p>Status Effective</p>

1 PURPOSE

The Quality Manual outlines the Quality Management System, providing a general description of all processes. It defines the responsibilities of management and employees in the system's operation and familiarizes stakeholders with the specific controls implemented to assure quality. It is designed to meet customer and regulatory requirements and improve organizational effectiveness and efficiency continuously.

The QMS serves to:

- Guarantee high-quality products and support for customers.
- Enhance processes and efficiency.
- Establish organization-wide direction.
- Reduce costs.
- Identify training opportunities.
- Engage staff.

The implementation of this QMS will impact all aspects of the organization's performance, including:

- Fulfilling customer expectations, thereby instilling confidence in the organization leading to increased customer base and sales.
- Ensuring compliance with regulations and efficient delivery of products and services, paving the way for expansion, growth, and profit.

2 SCOPE

This procedure applies to all products owned and distributed, encompassing all staff members, key supplier resources, independent contractors, and partners involved in any deliverables related to these products. The manual covers three main areas of operations:

1. Software development and quality assurance
2. Customer support and success
3. Compliance

This ensures that all stakeholders are aligned and adhering to the same standards and processes, regardless of their role or the nature of their involvement.

3 MISSION

Our mission is to develop innovative cornerstone software solutions that meet our clients' needs and drive digital transformation in the industry.

4 REFERENCES

4.1 Internal References

- Document: QA-IR01 Internal References

QM-4-IT / LOGO	Title: Quality Manual Category: Manual		
Document ID QA-SOP01	Version 1.0	Effective Date 01-Jan-2026	Status Effective

4.2 External References

The Quality Management System is developed based upon the principles of:

- ISO 9001:2015 - Quality Management Systems – Requirements

5 ABBREVIATIONS, TERMS & DEFINITIONS

Term	Definition
QA	Quality Assurance
CEO	Chief Executive Officer
QMS	Quality Management System
IT	Information Technology
OKR	Objectives and Key Results – Meeting with the management for reviewing the KPIs
ISO	International Organization for Standardization

6 ROLES AND RESPONSIBILITIES

Role	Responsibilities
Management	<ul style="list-style-type: none"> - The organization's top leadership is dedicated to the creation, implementation, and upkeep of its Quality Management System, with a constant focus on enhancing its efficiency. - The leadership ensures that the broader strategic plan and objectives are in harmony with the Quality Management System. - They are responsible for the review and approval of documents. - The leadership recognizes its responsibility for quality by adhering to the Quality Manual and consistently improving its effectiveness through: <ul style="list-style-type: none"> - Prioritizing the fulfilment of customer needs, compliance with legal and regulatory requirements, and setting as well as achieving quality objectives. - Conducting management reviews and ensuring the provision of necessary resources to uphold the Quality Management System.
Quality Assurance	<ul style="list-style-type: none"> - The QA ensures the Quality Management System aligns with regulatory, national, and international standards. - The QA maintains an independent Quality Unit, authorized to implement the Quality Management System effectively. - They monitor the quality system's effectiveness, regulatory compliance, and identify areas for continuous improvement. - They prepare, review, and ensure adherence to the quality manual and related documents.

QM-4-IT / LOGO	Title: Quality Manual Category: Manual		
Document ID QA-SOP01	Version 1.0	Effective Date 01-Jan-2026	Status Effective

	<ul style="list-style-type: none"> - They are responsible for training and implementing the documented procedures. - They conduct and manage all types of audits, including internal, supplier, and external regulatory inspections. - They oversee corrective and preventive actions related to audit findings and quality issues and facilitate process improvements.
Employees	<ul style="list-style-type: none"> - Employees are accountable for delivering work that meets customer expectations and adhering to relevant procedures, leveraging their education, training, and experience. - They foster a culture of quality ownership across all levels. - They actively identify and report opportunities for quality improvement for further evaluation and action.

7 QUALITY POLICY

7.1 Overview

The commitment to providing products that meet internal, client, and applicable regulatory requirements is paramount. This commitment is focused on continual improvement and provides a basis for the establishment and review of quality objectives. The quality policy is implemented through the following objectives:

- Providing adequately qualified and trained resources to carry out required activities.
- Creating robust processes and systems and implementing effective controls in line with customer and regulatory requirements
- Providing strong management oversight
- Developing a quality system that is consistent with customer and regulatory requirements.
- Focusing on continuous improvement

Quality processes are communicated within the organization, understood, and adhered to by employees. A competent workforce is ensured to deliver quality results on time.

Management has the authority, competence, and responsibility for the products and services provided. They ensure the following:

- No activities are performed that could compromise performance.
- There are appropriate procedures to ensure quality delivery of product internally or externally.
- Roles and responsibilities of personnel are well defined.
- Appropriate communication is established within the organization.
- A Quality Assurance department is established.

The organization is not engaged in any activity that might influence its quality-related position. It is not committed to any commercial, financial, or other pressure provided by any organization that could influence its quality position or affect its competencies and trust.

QM-4-IT / LOGO	Title: Quality Manual Category: Manual		
Document ID QA-SOP01	Version 1.0	Effective Date 01-Jan-2026	Status Effective

The Quality Policy specifies that all activities will be carried out in a systematic manner in accordance with defined and documented policies and procedures, will meet applicable legislative requirements, will be visible and auditable, and will ensure that the needs of customers, staff, and other relevant stakeholders are met.

Quality is the responsibility of all personnel, and therefore a quality culture is promoted within the company by means of sharing information, including personnel in decision making, and delegating specific Quality Management functions to suitably skilled and competent persons. Where deficiencies are found related to the operation of the Quality Management System, corrective and preventative action will be taken to ensure continual improvement of policies and procedures.

Through routine gatherings at various levels, the organization's leadership ensures effective communication by recapping completed tasks, outlining future tasks, and sharing information about overall organizational activities.

The team agrees to quality objectives as part of **quarterly** OKRs and this policy is considered to be the framework for the review of performance against those objectives and as the foundation for the administrative processes enabling other accreditations.

7.2 Key Performance Areas



Figure 1: Key Performance Areas

Key Performance Areas (KPA) are critical areas of performance that are essential for a business to achieve its objectives and reach its goals. KPAs could include:

1. **Management / Legal:** Ensure compliance with laws, regulations, and industry standards while mitigating legal risks.
2. **Compliance / Health / Safety / Environment:** Maintain health, safety, environmental sustainability, and adherence to ethical and regulatory standards.
3. **Quality Assurance:** Monitor process effectiveness, conduct audits, and implement corrective actions to ensure continuous improvement.
4. **Finance / Marketing / Sales:** Optimize budgets, improve sales performance, and evaluate marketing effectiveness to drive growth.
5. **Human Resource:** Foster employee engagement, provide training, and ensure effective workforce planning.
6. **Project / Product:** Deliver projects on time and within budget while driving product innovation and lifecycle management.

QM-4-IT / LOGO	Title: Quality Manual Category: Manual		
Document ID QA-SOP01	Version 1.0	Effective Date 01-Jan-2026	Status Effective

7. **Software Development:** Ensure efficient software delivery, adopt emerging technologies, and maintain robust testing and deployment.
8. **Support:** Provide high-performing service desk operations, effective customer support, and seamless internal assistance.
9. **IT:** Manage IT infrastructure, ensure system availability, and maintain disaster recovery and business continuity plans.
10. **Security:** Protect systems and data through cybersecurity, physical security, and compliance with data privacy regulations.

7.3 Process Overview

The Quality Management System (QMS) is built on three key process categories to ensure strategic alignment, effective service delivery, and operational support.

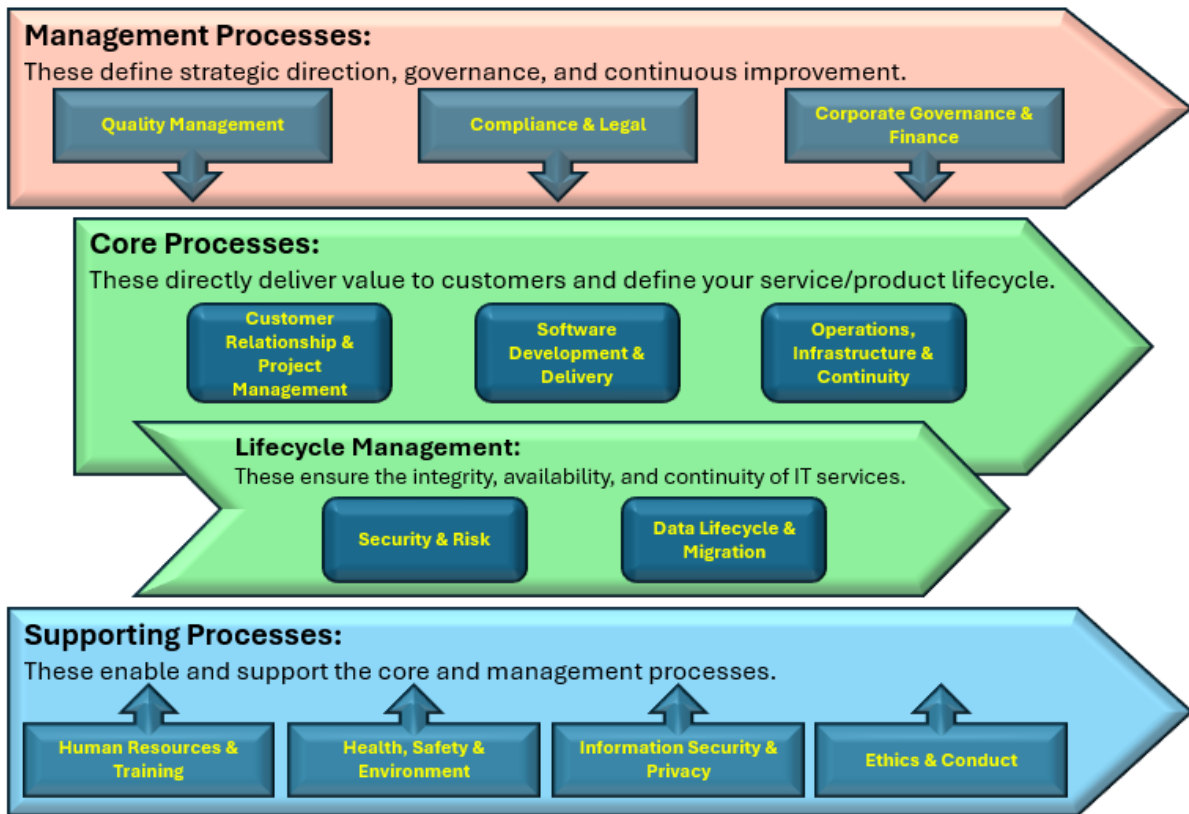


Figure 2: Process Landscape

- **Management Processes:** Define strategic direction, governance, and continuous improvement, covering areas such as quality management, compliance, legal, corporate governance, and finance.
- **Core Processes:** Deliver value to customers by managing the service and product lifecycle, including software development, customer relationship management, project management, and operational continuity.
- **Supporting Processes:** Enable and enhance core and management processes by providing resources, infrastructure, and security, including human resources, health and safety, information security, and ethics.

QM-4-IT / LOGO	Title: Quality Manual Category: Manual		
Document ID QA-SOP01	Version 1.0	Effective Date 01-Jan-2026	Status Effective

8 QMS STRUCTURE AND PROCEDURES

8.1 QMS Structure

The QMS is designed to meet its goals by providing a framework of policies, guidelines, procedures, work instructions, templates, and forms that guide the team members in daily business operations. The structure is summarized with the next figure:

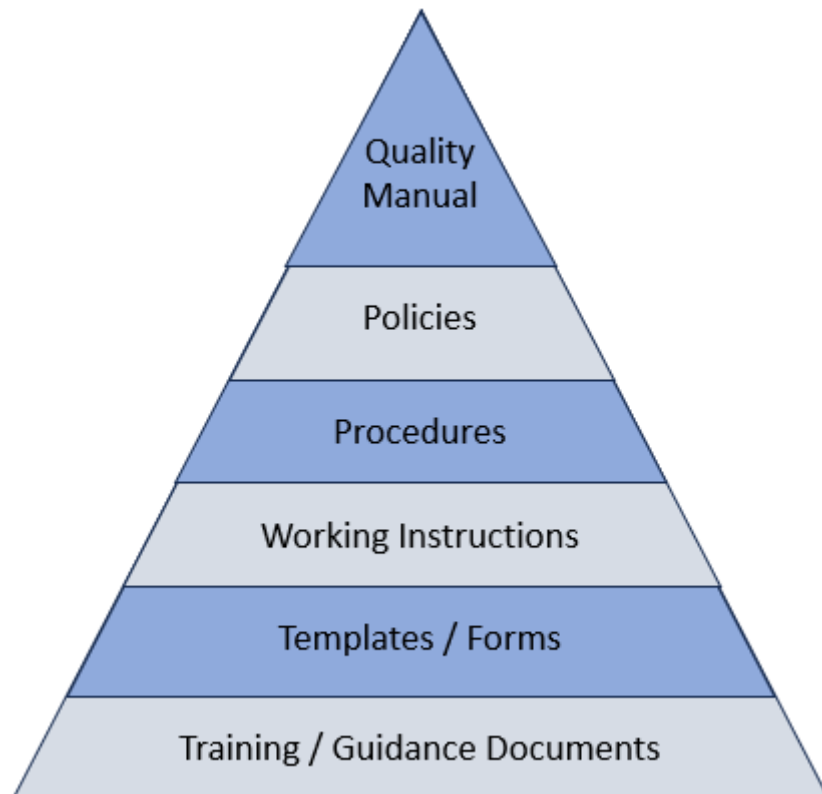


Figure 3: Documentation Pyramid

- **Quality Manual:** Is the highest-level document. The corporate Mission is expressed within the Quality Manual.
- **Policies:** Policies specify the guidelines and regulations requires its employees to follow.
- **Procedure:** Provides detailed process to be followed for execution of a task
- **Work Instructions:** Step-by-step instruction/guidance reference to be followed to execute a work.
- **Forms, Templates:** Document used for commonly repeated activities.
- **Training Material:** Used for imparting training on different processes.
- **Guidance Documents:** Provide broad advice in following of a procedure or process.

QM-4-IT / LOGO	Title: Quality Manual Category: Manual		
Document ID QA-SOP01	Version 1.0	Effective Date 01-Jan-2026	Status Effective

8.2 QMS Procedures

The Quality Management System describes the structure and processes needed to ensure that all systems operate under a continuous state of control and compliance. The elements that comprise the Quality Management system includes the following cluster:

Identifier	QMS Cluster	Description
QA	Quality Assurance	This cluster includes documents that outline the policies, procedures, and standards necessary to ensure the quality of products or services. These documents cover topics such as quality manuals, management reviews, deviation management, and corrective and preventive actions (CAPA).
HR	Human Resource	Documents in this cluster relate to the management of human resources. This includes topics such as human resource training.
IT	Information Technology	This cluster includes documents that outline the policies, procedures, and standards for managing IT infrastructure, and related processes. These documents cover topics such as account management, asset management, backup and restore procedures.
SEC	Security / Cyber Security	This cluster includes documents that outline the policies, procedures, and standards for managing security, cyber/IT security, and related processes. These documents cover topics such as physical and environmental security procedures, and various aspects of information security.
SD	Software Development	This cluster includes documents related to the development, testing, deployment, and maintenance of software applications.
DP	Data Privacy	This cluster includes documents that outline the policies, procedures, and standards for managing data privacy and related processes. These documents cover topics such as data protection, data breaches, and data subject rights.
SUP	Support Management	This cluster includes documents that outline the policies, procedures, and standards for

QM-4-IT / LOGO	Title: Quality Manual Category: Manual		
Document ID QA-SOP01	Version 1.0	Effective Date 01-Jan-2026	Status Effective

		managing customer support, internal support and related processes.
FI	Finance	This cluster includes documents related to financial management, including budgeting, financial reporting, and purchasing.
PM	Project Management	This cluster includes documents that outline the policies, procedures, and standards for managing projects. These documents cover topics such as project planning, execution, monitoring, and closure.
COM	Compliance	This cluster includes documents that outline the policies, procedures, and standards for ensuring compliance. These documents cover topics such data protection and privacy, anti-money laundering (AML).
CR	Customer Relationship	This cluster includes documents that outline the policies, procedures, and standards for managing customer relationships. These documents cover topics such as customer service, customer engagement, and customer feedback.
MS	Marketing, Sales	This cluster includes documents that outline the policies, procedures, and standards for managing marketing and sales activities.
EC	Ethic and Compliance	This cluster includes documents that outline the policies, procedures, and standards for managing ethics and compliance. These documents cover topics such as ethical conduct, conflict of interest, and compliance with laws and regulations.
HSE	Health, Safety and Environmental	This cluster includes documents that outline the policies, procedures, and standards for managing health, safety, and environmental issues.
LE	Legal	This cluster includes documents that outline the policies, procedures, and standards for managing legal affairs.

QMS procedures may be described as one or more processes and, at the same time, a process can have one or more procedures.

<p>QM-4-IT / LOGO</p>	<p>Title: Quality Manual Category: Manual</p>		
<p>Document ID QA-SOP01</p>	<p>Version 1.0</p>	<p>Effective Date 01-Jan-2026</p>	<p>Status Effective</p>

9 MANAGEMENT REVIEWS

Management Review is mandatory and serves to demonstrate the adequacy and maintenance of effectiveness of QMS. The process of a management review is laid down in an operational instruction related to this manual.

10 ATTACHMENTS

ID	Name	Description
ATT01	Quality Objectives Tracking Form	Template for tracking the progress of quality objectives, including fields for objective description, responsible parties, target dates, and status updates.

<p>QM-4-IT / LOGO</p>	<p>Title: Quality Manual Category: Manual</p>		
<p>Document ID QA-SOP01</p>	<p>Version 1.0</p>	<p>Effective Date 01-Jan-2026</p>	<p>Status Effective</p>

11 DOCUMENT REVISION HISTORY

Author(s)	Date	Version	Description
John Doe / Jane Doe	01-Jan-2025	0.9	Initial Version