

# **FINTECH OS**

## **STATEMENT OF MANAGEMENT ON QUALITY**

### **POLICY**

The quality policy is compatible with the overall strategy of the organization and with the other policies defined by the organization and supports the statement of commitment of the combined management system.

Our goal is to provide services promptly, responsibly, professionally, in compliance with regulations in the field, to meet the requirements of the customer and other stakeholders.

To achieve the goal, a Quality Management System by ISO 9001: 2015 was designed, documented, and implemented within the organization.

The general principles we follow:

- Orientation towards the interested clients and obtaining their satisfaction by providing quality services and fulfilling their requirements;
- Training and development of staff professional skills;
- Pro-quality motivation of staff;
- Involvement of all staff in the permanent improvement of the effectiveness of the quality management system, of the processes, of the provision of services;

- Establishing and monitoring the performance indicators for the quality management system processes;
- Permanent optimization of the quality level of our services
- Achieving a mutually beneficial customer-organization-supplier relationship;
- Setting and monitoring objectives and arguing data with decisions;
- Development of strategic partnerships;
- Maintaining the image and reputation of the company consolidated over the years.

As Director of the organization, I am committed to:

- Provide all necessary resources for the application of the principles of the organization;
- To ensure the communication, understanding, analysis, and application of the quality policy, at all levels of the organization, as well as its availability;
- To ensure the satisfaction of the requirements, as well as the operation and continuous improvement of the effectiveness of the quality management system;
- To ensure the development of a correct, efficient work environment and by the legislation applied by the organization;
- To ensure the compatibility of the other policies of the organization with the quality policy;
- Together with the entire staff of the organization to pursue the satisfaction of customer expectations in conditions of economic efficiency and professional satisfaction;
- To periodically analyze the quality policy and objectives and to continuously improve them.

All employees are directly responsible for implementing policies, procedures, and rules in their areas of responsibility.

This policy statement is communicated to all staff within the organization and staff working on behalf of or for the organization to ensure that we know and understand our objectives, legal responsibilities, and our commitment to maintaining and continuously improving the effectiveness of the quality management system.