
QUALITY POLICY STATEMENT

➔ 1. Management Commitment

The Management of EMPIST is committed to providing Information Technology and Technology services (Managed Services, Hosting, Cloud Solutions) that fully satisfy customer requirements, as well as applicable legal and regulatory requirements.

➔ 2. Strategic Objectives

The company's Quality Policy focuses on the following pillars:

- **Service Reliability:** Ensuring the maximum possible availability and security of the infrastructures we manage.
- **Customer Satisfaction:** Continuous monitoring of customer needs and providing solutions that add value to their business.
- **Technical Training:** Continuous training of personnel in new technologies and industry best practices.

➔ 3. Quality Objectives Framework

EMPIST sets and periodically reviews specific Key Performance Indicators (KPIs) such as:

- Response and resolution times for support requests.
- Security levels and customer data protection.
- Customer satisfaction rates regarding the provided services.

➔ 4. Continuous Improvement

The company is committed to the continuous improvement of the effectiveness of its Quality Management System (QMS). This is achieved through:

- Conducting internal audits.
- Analyzing non-conformities and implementing corrective actions.
- Regular review by Management.

➔ 5. Communication & Implementation

This Quality Policy is communicated to all company personnel, is available to interested parties, and is reviewed annually for its continued suitability.