



Quality Policy

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The continuing Policy of arbnco Ltd is to provide a professional and efficient service to meet our customer's requirements. This achievement will result in securing efficiency and enhancement of long-term profitability.

The Management Team bears the responsibility for establishing, maintaining and implementing the arbnco Management System (AMS) for controlling those particular activities for which they are responsible. We undertake to ensure through instruction, practical example and training that Quality is the aim of all members of the Organisation and that each employee has a proper understanding of the importance of Quality. The Management Team will review business Context to inform strategic direction of the AMS so it remains appropriate to the purpose of the business, and satisfies applicable requirements.

Equally every employee is responsible for, and will be trained to perform the duties required by his or her specific role. Furthermore, the Organisation will ensure that any subcontractors employed for a particular function will meet specified requirements and will accept the responsibility for their work.

The Organisation promotes continual improvement and setting of Quality Objectives in line with the framework laid down within ISO 9001:2015 Standard. arbnco have identified five high level quality objectives as follows:

- To deliver high quality software products to our customers.
- To ensure employees are provided with sufficient training and development.
- To maintain high customer satisfaction.
- To maintain and improve revenue streams.
- To provide assurance to clients and customers that we will provide appropriate levels of quality in products and services.

Measures for each of these objectives have been identified and are tracked in the arbnco Objectives and Measures Tracker. Progress against these objectives will be reviewed at Management Review meetings.

We hereby certify that the AMS accurately describes the Quality System in use within the Organisation to meet the requirements of ISO 9001:2015.

The AMS will be monitored regularly under Top Management's ultimate responsibility with regular reporting of the status and effectiveness at all levels. This policy will be made available to interested parties as required.



Approved:

Maureen Eisbrenner

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