QUALITY MANAGEMENT POLICY at SOFTGROUP

The management of SOFTGROUP, represented by the Executive Director (CEO), declares and undertakes a personal commitment to implement the following Quality Management Policy in order to achieve the strategic and specific measurable quality goals:

- Continuous improvement of the Quality Management System, as well as increasing the quality of the provided products and services within the scope of application (fields of activity) and the defined context of the company;
- Achieving the strategic quality objectives, which set the basic framework of the specific measurable quality objectives;
- Maximum satisfaction of the needs, expectations and requirements of clients/contractors and interested parties;
- Achieving a high level of competitiveness of SOFTGROUP;
- Compliance with all Bulgarian laws and regulations, as well as with international standards, regulations and good practices, applicable to the activities carried out by the company and the provided products and services;
- Selection, training and development of human resources who are qualified and competent to perform their assigned activities in the company, through appropriate forms of trainings, acquisition of specific skills, knowledge and experience;
- Application of methods for assessing the satisfaction of customers/contractors, taking into account the remarks, complaints and recommendations in order to improve the results of the company's activities and increase the quality of the provided products and services;
- Getting acquainted and introducing the staff to the quality policy and goals of SOFTGROUP.

I, as the Executive Director (CEO) of SOFTGROUP, undertake to be well acquainted with the requirements of the Integrated Management System Manual and the documents of the Quality Management System and to control their implementation.

I will continuously assess the processes defined by the company's core activities and look for opportunities for improvement using metrics for measurable quality objectives and defined process metrics, as well as customer/contractor satisfaction feedback and recommendations.

This policy is available to interested parties and is subject to annual review by management for its suitability and relevance.

SOFTGROUP reserves the right to change its policy according to the circumstances.

Date	Version	Description	Author
01.10.2022 г.	4.0	Quality Management Policy	Teodora Marcheva-Shagova *IMS Coordinator*

Approved by	**Venelin Dimitrov** *Executive Director (CEO)*	*Date: 01.10.2022*