

IMS.IT[EN] Quality management policy

Document reference

INTEGRATED MANAGEMENT SYSTEM	
Policy	
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Revision history

Date	Version	Author	Change details
05.01.2018	1.0	Vladislav Nikitin	The final version is prepared
14.04.2020	1.1	Vladislav Nikitin	Updated document reference
09.03.2022	1.2	Vladislav Nikitin	Updated Company positioning. Updated corporate values section.
29.05.2023	1.3	Vladislav Nikitin	The document reference was updated.
01.04.2024	2.0	Vladislav Nikitin	The policy has been aligned with an integrated management system approach. The document reference has been changed. A "Continuous improvement" section has been added.
24.12.2024	2.1	Vladislav Nikitin	Added company approach to minimizing the environmental impact.

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1. Introduction

Ittransition Group [the Company] is a global provider of digital solutions and IT services with globally distributed development and delivery offices.

The Company renders the whole spectrum of custom software development services, systems integration, IT strategy and consulting, quality assurance, maintenance and support.

We develop, customise, and integrate software solutions of any complexity to help businesses achieve market success. Over the years, we have built a proven project management methodology to ensure transparency and control of each project phase and guarantee the achievement of expected results on time. Our comprehensive technical expertise allows us to deliver projects of any scale and complexity.

2. Corporate goals

We believe the future is digital, and businesses must embrace new technologies to maintain their growth.

Our mission is to build tools for business and people, that allow them to change the world. And to be their most reliable vendor and partner on this journey.

Our corporate goals are pillars that support the growth of our business. Striving to achieve these goals, we build a corporate culture that allows us to keep moving forward and evolve for the better over time. Here are our corporate goals:

- **Build a team of ultimate professionals** by attracting, educating, up-skilling, and challenging motivated people.
- **Stay ahead of market and industry trends to preserve competitive advantage, keep** personnel engaged, and support existing and upcoming market demand.
- **Be recognised and distinguished** from similar software development services and solutions consulting providers.
- **Develop and maintain long-term relationships with clients** by delivering the full range of software development and consulting services and ensuring client satisfaction throughout the collaboration journey.
- **Keep the quality of rendered services at the highest possible level** to ensure the success of each project, which we consider a foundation for long-term cooperation, leading to business retention and further development.
- **Grow and scale the business** at the pace which keeps us up with the industry while preserving its continuity and sustainability.

3. Corporate values

In our work, we have to make complex choices. Sometimes, these choices are made in ambiguous situations where no one can immediately tell right from wrong.

Our Corporate values are our compass and a reference point against which to cross-check them. They do not give the answer but provide the strongest confidence that what is done is good for the Company and its people.

<h2>Commitment</h2> <p>Commitment to employees</p> <p>We are a service company, so our people are of our greatest value.</p> <p>Commitment to customers</p> <p>We succeed as a Company by making our customers successful.</p> <p>We empower and motivate our people. Only people who feel connected and fulfilled can deliver great service to our customers.</p> <p>Commitment to environment</p> <p>We strive to minimise the company's environmental impact and promote sustainable practices in our operations.</p>	<h2>Excellence</h2> <p>We strive for the top quality of service as a whole — the quality of communication and the decisions we make.</p> <p>The world changes daily, and to succeed, we must improve and adapt every day.</p> <p>By improving, we become a better place for our people to work. The happier our team is, the better we are at what we do as a Company.</p> <p>We promote engineering excellence so that we can proudly say, <i>'This was built by ltransition'</i> and set trends instead of keeping up with them.</p>
<h2>Passion</h2> <p>With passion comes commitment. With commitment comes accountability.</p> <p>The only way to live a balanced, happy life and become successful is to love what you do.</p> <p>All initiatives that helped ltransition succeed were driven by passionate people. Without them, we would not be the ltransition we are today.</p> <p>Having fun is utterly important. <i>'Most good programmers do programming not because they expect to get paid or get adulation by the public, but because it is fun to program', Linus Torvalds.</i></p>	<h2>Clarity</h2> <p>Certainty and directness about what we promise and what we deliver.</p> <p>Being straightforward and honest with our people.</p> <p>Transparency for our customers.</p> <p>Focusing on what is most important.</p> <p>A 'Less but better' approach.</p> <p>Simplicity.</p>

4. Leadership commitment

To implement a quality management strategy, Company executives assume the following liabilities:

- Continuously analyse market conditions and business needs of interested parties.
- Maintain and develop a corporate quality management system based on a process approach and risk-oriented management principles.
- Increase employee performance by organising their working time and equipping workplaces with all the necessary working and collaboration tools.
- Provide conditions that encourage creativity and taking responsibility at all levels of the Company hierarchy.
- Support employee growth and self-development by organising mentoring and certification programs.
- Ensure compliance with applicable legislation, standards, and regulations.
- Take measures to minimize the environmental impact of business operations and promote sustainability.

Management also takes responsibility for:

- Allocation of the resources required for the fulfilment of operational tasks within the framework of the corporate quality management system.
- Maintaining a productive working environment, promoting each employee's personal development and professional growth.
- Supervision and analysis of the quality management system operating in compliance with ISO 9001 requirements, and continuous improvement of its efficiency and performance.
- Continuous development of quality management system complied with ISO 9001.
- Establishing transparent reporting on the company's progress in environmental protection.

5. Continuous improvement

The Company's executives undertake all the required efforts to ensure continuous monitoring and analysis of the quality management system and its constant improvement as changes in operational contexts or new opportunities emerge.