

## QUALITY MANAGEMENT SYSTEM POLICY (ISO 9001)

Our Mission and Principles set the foundation for our goal: simply enthused customers. Our processes demonstrate that we are able to provide IT Infrastructure services that meet our customer requirements and all applicable regulatory and statutory requirements.

Through the effective application of our Quality Management System, we aim to enhance customer satisfaction through continuous improvements while delivering our services at the desired quality in accordance with any applicable laws and regulations.

Our Balanced score card is the framework for our goals, tailored to our daily business which helps us to focus on four vital aspects for our business: on our customers, financial growth, processes and people.

In case of any questions, please do not hesitate to send an email to [qualitymngt@hemmersbach.com](mailto:qualitymngt@hemmersbach.com)