



SII KRAKÓW TEAM



Quality Policy

Warszawa 2023

The objective of Sii Sp. z O.O. is to be a reliable provider of IT and engineering services. A reliable supplier is a profitable company with a good financial condition, enjoying a good reputation, providing services of the highest quality.

Our 5 basic goals are: Profit, Client's Satisfaction, Worker's Satisfaction, Winning and Fun. Knowing that these five goals can be problematic to achieve as they are sometimes contradictory, we constantly try to reconcile them. This is how we understand **quality** - as a compromise between these goals. However, we must bear in mind that Profit gives us the opportunity to provide the highest quality services to our customers and employees, as well as to achieve the above-mentioned goals.

At Sii Sp. z O.O., we distinguish two types of quality:

- Internal — reflected in the relations between employees and various organizational units in Sii. Each of them must provide the highest quality services at an affordable price for internal clients, but also for their associates.
- External — meaning relations between various organizational units and Sii employees, and our partners: clients, candidates and suppliers. The most important among them are customers. We must provide services of the highest quality, which are competitive and at an affordable price. It is our clients who define the expected quality level through negotiations, which is expressed in the price of the expected service.

With the constant improvement of the quality of the provided IT services in mind, a Quality Management System compliant with PN-EN ISO 9001 and PN-EN ISO 13485 Standards (and with their future actualizations) has been developed and implemented.

Fulfilling the criteria of the aforementioned Standards, Sii Sp. z O.O. undertakes to comply with their requirements and to continuously improve the effectiveness of the Quality Management System conducive to the construction of lasting business relations, generating the expected profit for the Company.

The CEO of Sii Sp. z O.O. seeks to achieve these objectives through:

- proper selection of competences of employed employees and building their commitment,

- identification of the best employees and leaders and their promotion ("POWER PEOPLE"),
- implementation and improvement of processes according to the concept of continuous change, based on internal criticism and a methodology based on proposed changes submitted during periodic interviews and improvement trips,
- use of information technology to automate processes and create effective reports for continuous quality improvement,
- constant monitoring of the implemented processes in the field of the Quality Management System and adapting the organization to the challenges posed by the environment, new investments or organizational changes,
- monitoring the risk associated with the implemented processes by setting quality objectives and measuring the degree of their implementation,
- individual responsibility of each employee for compliance with the internal rules of the Company's organisational culture including values such as: ambition and fighting spirit, positive can-do attitude, courage and transparency, engagement and passion, fairness, simplicity and authenticity, flexibility, loyalty and solidarity, modesty, quality, curiosity, team spirit and respect, ownership and accountability, trust and freedom.

Thanks to the efforts of the CEO of Sii Sp. z o.o. and the managerial staff we create a team of people working with PASSION which facilitates the management of the Company, and is ultimately reflected in the Company's profit and Client's satisfaction.

This Quality Policy has been communicated to all employees in the Company.

Gregoire Nitot
Prezes Zarządu Sii Sp. z o.o.