

QUALITY POLICY STATEMENT

PCM Ltd. provides consulting and technical support services to the public sector and implements a Quality Management System across all areas of its operations. For the company, “quality” means respect for the customer and meeting customer needs in the best possible manner.

The Quality Management System encompasses all business processes that affect quality and ensures that the services we provide to our customers meet both their expectations and the most up-to-date scientific and technical standards. The scope of the Quality Management System implemented by PCM Ltd. is: “Development, Maintenance & Support of Software Applications”, and it is aligned with the requirements of the EN ISO 9001:2015 standard.

The Quality Management System provides procedures for:

1. Identifying market needs,
2. Ensuring the availability of the most modern and technologically advanced resources for software development,
3. Continuous training and professional development of personnel,
4. Establishing objective quality goals and targets,
5. Identifying risks and determining appropriate measures to address them,
6. Identifying emerging opportunities for exploitation,
7. Analyzing strengths, weaknesses, opportunities, and threats,
8. Identifying interested parties, as well as their requirements and expectations,
9. Establishing and communicating the Quality Policy to internal and external interested parties,
10. Maintaining continuous and meaningful communication with customers in order to continuously improve the services provided and minimize customer complaints,
11. Ensuring full compliance with national and European Union legislation governing the relevant field of activity.

The objective of the company’s customer-oriented approach and philosophy is to maintain a continuously open channel of communication with its customers, ensuring both the receipt

of all positive and negative feedback regarding its services and the effective and comprehensive satisfaction of customer needs and requirements. The contribution of associates and customers with regard to quality is essential, and it is acknowledged that the achievement and improvement of the established objectives can only be accomplished through continuous effort and the ongoing improvement of the Quality Management System itself.

It is important for PCM Ltd. to provide the necessary resources to support the Quality Management System and to ensure that its personnel possess the required knowledge, while making full use of their skills and capabilities. The company encourages and supports communication, participation, and creativity, as the provision of high-quality services and the successful operation of the company depend on its people.

Management

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