

KNOWLEDGE CENTRIC SOLUTIONS S.L. has as its main objective to achieve excellence in all its activities, in order to be a reference in the sector of:

***Software design and development, implementation and marketing of SES licenses***

KNOWLEDGE CENTRIC SOLUTIONS S.L. is committed to quality and the provision of excellent services, recognising the importance of integrating this essential variable into its activity, avoiding the negative impacts that may arise from the development of its activities.

Therefore, it establishes the following principles based on the **UNE-EN-ISO 9.001:2015 standard**:

- Compliance with requirements offered to customers, consolidating the trust placed in the organization.
- Effective management and control of processes.
- Continuous improvement of services and customer service.
- Effective assignment of roles and responsibilities.
- Awareness and motivation of the organization's staff on the importance of the implementation and development of a Quality Management System, seeking to achieve the objectives proposed on a continuous basis by KNOWLEDGE CENTRIC SOLUTIONS S.L.
- Comply with the applicable legal requirements, regulations and other applicable requirements that the organization subscribes to in terms of Quality, as well as the continuous updating of the same.
- To establish continuous improvement in our Management System as the basis of our activities.
- Establish objectives and goals focused on the evaluation of performance in terms of Quality.
- Provide adequate training and information to employees, so that they can carry out their activities with the highest possible quality.
- To ensure the satisfaction of our customers and interested parties, in everything related to the performance of our activities and their impact on society.
- Encourage the consultation and participation of employees in matters related to the quality of the services provided.
- Guarantee the correct condition of the facilities and the appropriate equipment so that they are in accordance with the activity, objectives and goals of the company.
- To promote the participation of all staff in the achievement of our objectives and to contribute to the service being adapted to business, cultural and social values.

As a result of this commitment of the Management, this Quality Policy is established .

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