



QUALITY POLICY

Japotech is committed to providing customers with service of the highest possible level of quality. We dedicate ourselves to provide our customers with high quality and cost effective telecom, IT and training solutions by using local talent, world class processes and leveraging strategic partnerships.

Quality Objectives

- To improve customer satisfaction by identifying and conforming to the quality needs of our customers.
- To achieve our business key performance indicator targets such as revenue and net profit by ensuring that our employees are regularly trained and adhere to the best quality practices.
- To meet the requirements of quality based on the principles of ISO9001:2015, the International Standard for Quality Management Systems.
- To ensure that our suppliers that may be used in the delivery of our services also comply with our quality management system standards.
- To meet the needs of our partners and increase the win-win benefits by providing high quality services and complying with international best practices.
- To ensure no or minimal Environmental, Health and Safety incidents by ensuring that our quality management system provides a framework for the management and control of our activities.
- To adhere to all regulatory and other requirements from government agencies to guarantee business continuity and integrity.

Implementation

This Quality Policy statement will be reviewed annually. Responsibility for compliance to this policy rests with the Top Management, who will monitor the effectiveness of the policy and its associated initiatives. This Quality Policy Statement will be displayed prominently, and access to the complete Quality Manual detailing procedures will be available on the premises for reference by any employee.

A handwritten signature in blue ink, appearing to read 'J. K. K.', is written over a horizontal line.

Managing Director

