



Quality Policy

We at MBiz Software (Pvt) Ltd are committed to delivering exceptional technical support services that consistently meet or exceed our customer's expectations with the requirements of ISO 9001:2015. We are dedicated to providing timely, accurate and effective solutions to our customers' technical issues.

We are committed to;

- **Commitment to Customer Satisfaction:** Ensure that all technical support operations, outsourcing services, and software development projects meet or exceed customer expectations by delivering high-quality, reliable, and timely solutions through continuous improvement and adherence to industry standards.
- **Adherence to Quality Standards:** Maintain compliance with ISO 9001:2015 and other relevant standards in all aspects of service delivery, including technical support, outsourcing, and software development, by employing structured processes, skilled personnel, and robust risk management practices to ensure consistent service excellence.
- **Continuous Improvement and Innovation:** Foster a culture of innovation and continuous improvement across all business areas, focusing on enhancing operational efficiency, optimizing outsourcing strategies, and developing cutting-edge software solutions, while regularly reviewing and updating processes based on customer feedback and performance metrics.

Implemented Quality Management System is periodically checked through planned verification, internal and external communications, and management reviews with a view to continual improvement and is **updated periodically**.

Signed by:

Manuja Jayamanna

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2024-11-22.....

Manuja Jayamanna

Date

(Managing Director)