

## **QUALITY POLICY**

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Bridging the gap between modern technology and client's needs.

**FEBRUARY 2024**

**a) DOCUMENT CONTROL**

S. No.	Type of Information	Document Data
1.	Document Title	QMS (Quality Management System) Policy
2.	Date of Release	5 <sup>th</sup> February 2024
3.	Document Version No	1.0
4.	Document Owner	CEO
5.	Document Author(s)	Edwin Njogu Mungai, Rigel
6.	Distribution List	All Staff and Suppliers

**b) DOCUMENT APPROVERS**

S. No.	Approver	Approver Designation	Signature	Approval date
1.	Simon Okoth	CEO and QMS Sponsor		06/02/2024

**c) DOCUMENT CHANGE APPROVALS**

Version No.	Revision Date	Nature of Change
0.1	4 <sup>th</sup> February 2024	Initial document draft
1.0	5 <sup>th</sup> February 2024	Reviewed for final approval

## **POLICY STATEMENT:**

AppKings Solutions Ltd is committed to delivering exceptional Enterprise Systems and other Software Solutions that consistently exceed customer expectations, comply with all legal and regulatory requirements, and drive continual improvement within our organization.

This commitment is anchored in our Quality Management System (QMS) Policy, which guides us in the following key areas:

- **Understanding Our Purpose:** We recognize that our purpose, context, and strategic direction shape our QMS. Our policy aligns with these crucial elements to ensure customer satisfaction and continual improvement.
- **Setting Measurable Objectives:** We establish clear, achievable quality objectives that enhance the effectiveness of our processes, products, and services. These objectives are regularly monitored, evaluated, and updated to maintain continuous improvement across all aspects of our organization.
- **Meeting Requirements:** We remain committed to fulfilling all applicable legal, regulatory, and customer requirements related to our offerings. Our QMS policy guarantees compliance with relevant standards, providing our customers with unwavering confidence in the quality and reliability of our solutions.
- **Embracing Continuous Improvement:** Striving for excellence is ingrained in our organizational culture. We proactively identify areas for enhancement, address challenges before they arise, and seize opportunities for growth and innovation. Our QMS policy underscores this relentless pursuit of perfection, aiming to constantly refine processes and elevate customer experiences.
- **Shared Responsibility:** Quality is everyone's responsibility at AppKings. Through effective communication, training, and teamwork, we foster a culture where every employee feels empowered to contribute to the ongoing improvement of our products, services, and processes.
- **Management Leadership:** Top management stands firmly behind the QMS, actively promoting its implementation and integration into our daily operations. They ensure adequate resources are allocated and assign accountability to drive successful QMS implementation and adherence.

- **Customer Centricity:** We place our customers at the heart of everything we do. We actively listen to their needs, expectations, and feedback to continuously enhance our products and services and deliver maximum value to them.

This policy is communicated, understood, and implemented at all levels of the organization. It is regularly reviewed and updated to ensure alignment with AppKings' strategic direction and customer-focused objectives.