



QUALITY MANAGEMENT AND CONTINUOUS IMPROVEMENT POLICY

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QUALITY MANAGEMENT AND CONTINUOUS IMPROVEMENT POLICY

1. INTRODUCTION

At Onizea (Onizea Tech, S.L.) we are committed to excellence in the provision of our information technology services, maintaining high standards of quality and customer satisfaction. We recognize the importance of continuous improvement and agile adaptation in a constantly evolving technological environment.

We have therefore established this Quality Management and Continuous Improvement Policy, based on the principles of the ISO 9001 standard and compatible with Agile methodologies. Furthermore, we have integrated a Quality Assurance System into our processes to ensure consistency and effectiveness in the delivery of our services.

2. SCOPE

This policy applies to all Onizea staff, team and processes involved in the provision of information technology services.

Our commitment to quality and continuous improvement extends to all areas of the company, from consultancy and software development through to customer support.

3. PRINCIPLES

Our Quality Management and Continuous Improvement Policy is based on the following principles:

1. **Customer satisfaction:** We are committed to understanding our customers' needs and expectations and to exceeding their expectations by delivering high-quality services.
2. **Continuous improvement:** We constantly seek opportunities to improve our processes, products and services, fostering a culture of innovation and continuous learning.
3. **Process-based approach:** We adopt a systematic approach to managing our processes, identifying, understanding and managing the interrelationships between them.
4. **Staff involvement:** We actively involve our team in quality improvement and promote a collaborative and participatory working environment.
5. **Evidence-based decision-making:** We base our decisions on objective data and analysis to ensure the effectiveness and efficiency of our processes and services.
6. **Compliance with legal and other requirements:** We are committed to identifying and complying with applicable legislation across all our processes, ensuring the highest standards of quality, safety and transparency for our customers and stakeholders.

4. QUALITY ASSURANCE SYSTEM

At Onizea, we are committed to implementing and maintaining a Quality Assurance System across our processes to ensure consistency and quality at every stage of service delivery. This includes:

1. **Establishing quality standards:** We define clear and measurable quality standards and criteria for each phase of our processes.
2. **Monitoring and measurement:** We regularly monitor the performance of our processes and services using relevant metrics and KPIs.
3. **Review and improvement:** We carry out periodic reviews of our processes and results to identify opportunities for improvement and take corrective and improvement measures.

5. AGILE METHODOLOGIES

We recognise the importance of agility in the development and delivery of information technology services. We will integrate the principles and practices of Agile methodologies into our processes in order to adapt quickly to market changes and meet our clients' evolving needs.

6. RESPONSIBILITIES

It is the responsibility of all Onizea employees and stakeholders to comply with this policy and to contribute to the continuous improvement of our processes and services. Management will provide the necessary leadership and resources to ensure the effective implementation of this policy.

7. REVIEW AND UPDATE

This policy will be reviewed and updated periodically to ensure it remains appropriate and effective in achieving our quality and continuous improvement objectives.

8. APPROVAL

This Quality Management and Continuous Improvement Policy has been approved by Onizea's Executive Board and will come into full effect since the date of its publication.