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Nº of Revision	Date (dd/mm/yyyy)	Description of Change or Modification
1	15/12/2022	Original Document.
2		
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1. Objective

The objective of this document is to establish the Quality Policy statement of the company.

2. Scope

The guidelines established in this policy apply to all members of the company.

3. Reference Documents

Nº	Title
1	
2	
3	
4	
5	Manual de ITCS-BO. SGC SGC-MA-001

4. Terms, Definitions, and Abbreviations

QMS (SGC): Quality Management System.

M-Files: Information and Content Management System used within the company.

5. Responsibilities

Board of Directors: Responsible for developing the company's Quality Management Policy statement.

Directorate-Appointed Responsible Officer: Designated by the Board of Directors to ensure the provision of all necessary resources required for QMS management.

QMS Officer: Responsible for maintaining, ensuring, and controlling QMS documentation.

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6. Development

The Quality Management Policy is defined as the framework that establishes the company's lines of action in matters of Quality Management.

6.1. Quality Management Policy

We provide high-quality IT solutions to companies, seeking to optimally meet all their needs and expectations through teamwork, continuously improving our processes, with the goal of contributing to the development of the country and the region.

6.2 Quality Objectives

- Comply with all applicable legal, regulatory, contractual, and other requirements.
- Effectively satisfy all customer needs; all our work is oriented toward understanding customer expectations and meeting their requirements, ensuring that the services offered comply with the required specifications.
- Maintain relationships of trust with a high level of professionalism and ethics with our business partners, suppliers, and clients.
- Ensure the proper training and competence of all our personnel.
- Achieve the effective and correct operation and continuous improvement of all our management systems and their processes, through proper identification and treatment of opportunities for improvement.

6.3. Mission

To contribute to individuals and companies in achieving and implementing their cutting-edge technological objectives with responsibility, integrity, and environmental care.

6.4. Vision

To provide our clients with innovative technological solutions that improve their businesses, processes, and services, and increase their profitability. To be led by men and women of diverse cultural backgrounds who understand the needs of the market and clients, who have the capacity for change and continuous adaptation, and who always work cohesively toward the same objective.

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6.5. Values

The company's quality results are the direct consequence of the contribution of its professional team members, who responsibly perform their duties based on corporate values, thus creating a balanced work environment where commitment to continuous improvement and teamwork is highlighted.

Our company is represented by corporate values embedded in our daily work, with the following fundamental pillars:

- Professionalism
- Goal-oriented approach and teamwork
- Continuous improvement and customer focus
- Commitment to work and proactivity
- Responsibility
- Quality and operational excellence
- Ethics

7. Records

N/A

8. Annexes

N/A