

QUALITY POLICY

Our Commitment

DEVAID LTD is fully committed to delivering services that consistently meet and exceed the expectations of our customers, partners, and all stakeholders. Through systematic quality management and a culture of continuous improvement, we pursue the sustainable growth of our organization and the lasting satisfaction of all who rely on us.

Scope & Framework

Our Quality Management System (QMS) is designed, implemented, and continually improved in full conformance with the international standard **ISO 9001:2015**. This framework is applied across all stages of our business operations — from project initiation and service delivery to post-delivery support — establishing DEVAID LTD as a leader in database development and data processing.

People & Culture

Our people are the foundation of our quality. Every member of staff is expected to understand, embrace, and actively contribute to our quality objectives. We foster a culture built on:

- Professionalism and personal accountability in every task and interaction.
- Continuous learning and professional development to stay ahead in a fast-evolving field.
- Active involvement in process improvement, team coordination, and organizational goals.
- Compliance with all internal quality procedures, work instructions, and defined requirements.

Strategic Objectives

To realise our quality vision, DEVAID LTD pursues the following strategic objectives:

- **Sustainable business growth** — achieved through consistently high service performance and rigorous quality assurance.
- **Customer satisfaction** — by meeting agreed requirements, delivering secure and reliable services on schedule, and regularly measuring satisfaction levels.
- **Workforce excellence** — through ongoing training and development programmes that embed a quality-first mindset across the entire organisation.
- **Operational efficiency** — by optimising and automating processes to reduce service delivery costs without compromising quality.
- **Market development** — by growing sales volumes and diversifying our portfolio of clients and distribution markets.

Management Responsibility

The Management of DEVAID LTD takes full responsibility for the effective implementation and continual improvement of the Quality Management System. This includes:

- Providing all resources necessary for efficient QMS operation.
- Ensuring compliance with ISO 9001:2015 requirements and all applicable legal and regulatory provisions.
- Conducting regular management reviews of this Policy, quality objectives, and all key processes.
- Communicating this Policy to all staff and making it available to interested parties upon request.



Luc Vocks
Managing Director

