



QUALITY POLICY

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Content

1	Quality Policy.....	3
1.1	Vision	3
1.2	Quality Service Delivery	3

1 Quality Policy

1.1 Vision

apsolut is a small to medium size consulting firm, SAP & SAP Ariba partner for on-premise, cloud & hybrid procurement solutions. Our expertise ranges from SAP Ariba to SAP S/4HANA. We aim to become a leading implementation expert and partner for SAP solutions in procurement, create strong customer relationships built on trust, maximize customer satisfaction and deliver on customer requirements within the agreed timeframe, quality and budget constraints. This endeavours a clearly defined quality policy for all employees to effectively support the company's Quality Management System and achieving the quality objectives.

1.2 Quality Service Delivery

apsolut defined and manages the processes necessary to ensure that all project deliverables conform to customer requirements. As a means of continually improving project performance, *apsolut* established a Quality Management System covering the requirements of ISO 9001:2015. This QMS is implemented, monitored and reviewed during management reviews for continuous improvement and has the full support of the top management and Partners.

- We are dedicated to establishing a sustainable relationship with the customer that is based on trust.
- *apsolut* commits to achieving high customer satisfaction by delivering excellent specialist knowledge, quality and flexibility, creative product solutions tailored to the customer's requirements
- *apsolut* is also committed to the continuous improvement of its performance through lesson learned and Knowledge Transfer sessions that can take place both internally and externally.
- We yearly conduct the employee satisfaction questionnaire 'Great Place To Work' to measure employee satisfaction and implement suggestions.
- We act in accordance with laws and regulations
- We recruit, train and prepare our staff to be a world-class team. Training for qualification is provided in line with our commitment to continuous improvement.

This Quality Policy has been approved by Zayd Mauthoor, General Manager of *apsolut*, UK.

Date: __05/02/2021__

Signature:

A handwritten signature in blue ink, appearing to read 'Zayd Mauthoor', written over a horizontal line.