

## **Eyetech's Quality Policy**

Eyetech Ltd offers complete IT support services that are dependable, personal and cost effective, irrelevant of the size of the company. In fact, Eyetech Ltd's vision statement is:

"At Eyetech Ltd we strive to use and adopt best IT practices available on the market to offer IT services and solutions to suit our customers' needs, through a knowledgeable team that focuses on the growth of the IT technology."

Moreover, at Eyetech Ltd our core values are promoting team loyalty, being ready for change, acting decisively and always striving to improve.

Eyetech Ltd decided to adopt a quality management system in compliance with MSA EN ISO 9001:2015 as a tool that can allow both the improvement of services rendered to customers, and the optimisation of business management. Subsequently Eyetech Ltd has established the following strategic objectives to be pursued through the company's Quality Management system:

- Improve the image and reputation of Eyetech Ltd on the market.
- Offer high quality services by identifying and understanding the customer requirements and satisfying these requirements in the most cost-effective way, and within the agreed time frame.
- Get the satisfaction of all interested parties (customers, employees, suppliers).
- Promote employee continuous learning by providing constant training.
- Pursue continuous improvement.

Eyetech Ltd is totally committed to maintaining a Quality Management System and it is mandatory that all employees and suppliers accept this responsibility and comply with the specified requirements.

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