



QUALITY MANAGEMENT POLICY

Objective:

The purpose of this policy is to demonstrate Billbrain Technologies' commitment to providing high-quality products and services that meet customer expectations and comply with regulatory and statutory requirements. This policy aims to establish a framework for consistent quality improvement and operational excellence.

Policy Statement:

At Billbrain Technologies, we are dedicated to the consistent delivery of **high-quality ICT solutions and services**. We recognize that quality is critical to our success, and our commitment to maintaining and continuously improving the standards of our services will remain a cornerstone of our operations. Our aim is to meet or exceed customer expectations and to ensure the continuous improvement of our products, services, and processes.

We are committed to:

- Meeting the needs and expectations of our clients through **timely and effective** solutions.
- Adhering to relevant **industry standards**, legal, and regulatory requirements.
- Fostering a culture of **continuous improvement** in all aspects of our operations.
- Delivering value to our clients by providing **reliable** and **cost-effective** ICT services and solutions.
- Implementing **customer feedback mechanisms** to understand and improve our service offerings.

Scope of Application:

This policy applies to all employees, contractors, and third-party service providers who contribute to the **delivery of ICT services** at Billbrain Technologies.

Quality Objectives:

1. **Customer Satisfaction:** Ensure that all solutions meet or exceed customer expectations.
2. **Continuous Improvement:** Actively seek feedback and improve processes, systems, and services.
3. **Compliance:** Meet all relevant quality standards, regulations, and compliance requirements.
4. **Staff Competency:** Ensure all employees and contractors have the necessary skills and competencies.
5. **Service Delivery Efficiency:** Deliver services on time, within budget, and in a cost-effective manner.
6. **Effective Risk Management:** Identify, assess, and mitigate risks related to quality management processes.

Quality Assurance Practices:

- Process Management:** We will design and monitor quality assurance processes for every department to ensure the delivery of high-quality services. These processes will be reviewed periodically for improvement.
- Auditing:** Regular quality audits will be conducted to identify weaknesses and areas for improvement. The results will be used for corrective action planning.
- Training and Development:** We will ensure that all employees receive regular training on quality management principles and practices, as well as any specific tools or systems necessary for their roles.
- Corrective Actions:** Any issues related to quality will be addressed immediately, with a clear plan for corrective and preventive actions.
- Customer Feedback:** Billbrain Technologies will maintain systems for collecting feedback from clients to ensure services meet expectations and to drive improvements.

Responsibilities:

- Top Management:** Ensure the allocation of adequate resources to implement the Quality Management System (QMS) and to continually improve its effectiveness. The management is also responsible for the creation and enforcement of this policy.
- Quality Assurance Team:** Oversee the day-to-day implementation of the quality management practices, monitor quality goals, and report progress.
- Employees:** All employees are responsible for understanding and adhering to the quality standards set forth in this policy. This includes ensuring their work meets established quality benchmarks and working towards continuous improvement.

Monitoring and Evaluation:

- Key Performance Indicators (KPIs)** will be established to track the effectiveness of quality management.
- Regular reviews** will be carried out to assess the performance of the quality management system, and to identify improvement opportunities.
- Feedback** will be regularly sought from clients and employees to evaluate our performance and guide future initiatives.

Review and Continuous Improvement:

This policy will be reviewed **annually** to ensure its relevance and effectiveness. Updates and improvements will be made as necessary to accommodate new industry standards, technological advancements, and changes in regulatory requirements.

Approval and Implementation:

This Quality Management Policy is approved by **Top Management** and is applicable across all operational levels within Billbrain Technologies. It will be communicated to all employees and stakeholders and implemented immediately upon approval.

Signed:



James Isagara Kisoro

Position: Managing Director

Date: 01.01.2023