itransition

QUALITY MANAGEMENT POLICY

Jan 5, 2018

TABLE OF CONTENTS

ABOUT

Itransition Group (Company) is a leading provider of digital solutions and IT services with development centers in Belarus and global delivery infrastructure. The company renders the whole spectrum of custom software development services, systems integration, IT strategy and consulting, QA and testing, maintenance and support.

Itransition focuses on developing technologically complex but easy-to-use solutions supporting key business processes of our customers. Over the years, we have built a proven project management methodology to ensure transparency and control of each project phase, and guarantee the delivery of expected results on time. Our technology expertise allows us to deliver software development projects of any scale, complexity and type.

CORPORATE GOALS

Delivering software development, modernization, deployment, maintenance and support services, we set the following goals:

— Provision of customer pipeline that allows for maintaining business continuity, acquiring industry and technology expertise;

— Development of partnerships with the existing clients based on the knowledge of their business needs and pain points while striving to offer full-cycle services;

— Improvement of the project implementation quality to ensure business retention and further business development. We hold that a successful project is a foundation for long-term cooperation, whereas a low-quality project can lead to termination of contract obligations.

CORPORATE VALUES

CUSTOMERS

Our success is measured by our customers' success. We do our best to help our customers achieve maximum results, foster competitiveness and innovation applying information technology.

EMPLOYEES

In order to build a team of motivated IT professionals, we are committed to the growth and engagement of our employees, their development and well-being by creating a respectful, rewarding and productive work environment.

QUALITY

Being a quality-oriented software development company, Itransition sets up and continuously maintains high standards of software engineering.

TOP MANAGEMENT OBLIGATIONS

In order to implement a quality management strategy, the company executives assume the following liabilities:

— Continuously monitor market conditions and analyze stakeholders' business needs

— Increase work quality and performance within our contracts

— Maintain and develop a corporate quality management system, based on the principles of a process approach and risk-oriented management

— Increase employee performance by organizing their working time and equipping workplaces with all the necessary software and collaboration tools

— Provide conditions that encourage creativity and increase responsibility of each employee for their work quality to fully satisfy requirements of all stakeholders

— Continuously ensure employee growth and development by organizing educational programs and certification

— Ensure compliance with applicable legislation, standards and regulations

Management takes responsibility for:

— Allocation of the resources necessary for production and fulfillment of quality management tasks

— Identification and satisfaction of the existing and expected customers' requirements

— Control and analysis of the quality management system operation in compliance with ISO 9001:2015 requirements, improvement of its efficiency and performance

— Maintenance of the productive working environment promoting personal development and professional growth of each employee

— Continuous development of quality management system complied with ISO 9001:2015.