

QUALITY POLICY

MAP IT is Maltese company offering bespoke software development, IT consultancy and a web-based modular Software as a Service (SaaS) business software solutions.

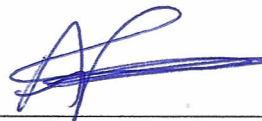
MAP IT adopts a Quality Management System based on the requirements of SM EN ISO 9001:2015

MAP IT has established the following strategic objectives to be pursued through the Quality Management System:

- Long Term Vision
 - To establish long-lasting business relationships with customers, built on mutual trust that have strong potential for development and growth.
 - To perform at optimum efficiency in every aspect of the operations in order to ensure the highest possible level of customer satisfaction.
- Customer Focus
 - To provide excellent service by putting the customer at the centre of all activities.
 - To meet customer requirements in a timely and professional manner without ever comprising the business ethics and principles.
 - To provide a flexible service that suits the needs of the customers.
 - To constantly strive to identify and understand the needs and expectations of the customers,
 - To give the required and deserved respect and attention to all clients.
- Resources
 - To ensure that all staff are adequately trained to perform their assigned duties.
 - To ensure that all staff are able to adapt to difficult and unforeseen operational circumstances.
 - To harness and develop the experience and knowledge earned over the years.
 - To encourage synergy, teamwork and cooperation between the employees of **MAP IT** and also with the customers.
- Quality
 - To remain committed to continuous improvement in all work practices.
 - To constantly demonstrate leadership, nurture the culture of good quality and continuous improvement across **MAP IT**.



Mark Abela Schinas
Director - COO



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Director - CTO