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 (QMS) 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 (QMS):

- Long Term Vision
  - To establish long-lasting business relationships with customers, built on mutual trust with strong potential for development and growth.
  - To perform at optimum efficiency in every aspect of the operations 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, and any other applicable legal or other requirements, promptly and professionally without ever compromising the business ethics and principles.
  - To provide a flexible service that suits the needs of the customers.
  - To constantly strive to identify, understand and exceed the needs and expectations of the customers.
  - To give the required and deserved respect and attention to all clients.
- Resources
  - To ensure that all employees are adequately trained to perform their assigned duties.
  - To ensure that all employees can adapt to difficult and unforeseen operational circumstances.
  - To harness and develop the experience and knowledge gained over the years.
  - To encourage synergy, teamwork and cooperation between the employees, the customers and other interested parties.
- Quality
  - To remain committed to continuous improvement in all work practices.
  - To constantly demonstrate leadership, nurture the culture of good quality and continuous improvement

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