

## QUALITY POLICY

**Enterprise Systems Analysis Technology (ESAT)** is involved in developing custom software solutions for Enterprise Resource Planning (ERP) and IT Solutions with the vision to work together as a team and to develop a standard ERP package which is one of the best in the Middle East to contribute our part in society to help others to organize and execute their work more effective, easily and accurately.

A key way to achieve high quality is by operating a Quality Management System (QMS) in accordance with the **requirements of ISO 9001: 2015**.

The Management Team will show **leadership and commitment**, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System.

We undertake to ensure sufficient resources are made available within the Organization to achieve this. We undertake to ensure through **communication**, engagement, practical example and training that Quality is the aim of all members of the Organization.

Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.

The Organization has a Policy of promoting **continual improvement** and setting of **Quality Objectives** in line with the framework laid down within ISO 9001:2015 Standard. These objectives will **address the risks and opportunities** within the Organization as determined by Top Management.

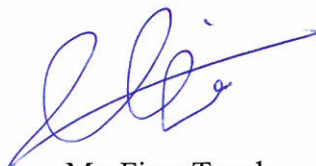
The Quality System will be **monitored, measured**, evaluated and enhanced annually under the Top Management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.

It's our responsibility to make sure customer and **applicable statutory and regulatory requirements** are met considering the risks and opportunities that can affect the conformity of products and services and to focus on enhancing customer satisfaction

This policy is available to relevant interested parties, upon reasonable request.

*Verified and Approved by:*

**Signature:**



**Name:** Mr. Firas Tayeb  
**Position:** Managing Director  
**Date:** 14/03/2017

