

The main goal of the Softline Group of Companies (hereinafter referred to as Softline) in the area of quality is to improve the quality of business organization and ensure transparency of operations in order to increase customer satisfaction, increase capitalization and attract new investors.

In this regard, Softline emphasizes a customer-centric approach, understanding this as a constant improvement in the satisfaction of end users and resellers of software and hardware, as well as customers of our IT services.

In our work we are guided by the following principles:

- Identifying and fulfilling customer requirements in the areas of software, hardware and services.
- Increasing the availability of our services to end users and customers.
- Continuous improvement of our operations through the continuous development of our employees' core competencies, systematization of activities, and process optimization.
- Ensuring the high quality of our services, which is expressed in creating the opportunity for clients to get the maximum benefit from the most suitable solution for them.
- Helping clients understand how best to use information technology to improve the efficiency of their businesses.
- Effective interaction with suppliers to meet customer requirements.
- Development and implementation of an effective quality management system based on the analysis of international experience and taking into account industry specifics.
- Using information from customers to improve the quality of services we provide.

Our company's senior management is committed to achieving our quality goals, complying with applicable Softline requirements, and improving the effectiveness of our quality management system.

The company's top management is responsible for the implementation of the quality policy and ensures its compliance.

General Director of the Softline Group of Companies
Lavrov V.E.