

QUALITY OBJECTIVES



ISO 9001:2015

Owner: Head, Internal Audit and Control

Effective Date: February 2024

Custodian: Internal Auditor

Next Review Date: February 2025

VAS2NETS TECHNOLOGIES QUALITY OBJECTIVES

1. Ensure that 90% of projects are delivered within the agreed timelines to meet all user and business requirements every quarter.
2. Achieve 100% compliance with all legal and other applicable requirements to which the organization subscribes through annual evaluation and reviews.
3. Enhance skill capability annually by ensuring 80% of all staff undergo QMS awareness and other training enabling consistent and excellent delivery of products and services.
4. Achieve a minimum of 75% customer satisfaction rating annually on all services delivered.
5. Ensure that 100% of the recommendations from annual audits are implemented within the defined turnaround time.

Signed:

Managing Director/CEO

Date: 9th February 2024