

Quality Policy

Pole Star EAM Ltd is committed to delivering innovative, scalable, and secure Enterprise Asset Management (EAM) solutions that not only meet but exceed customer expectations. Our objective is to provide exceptional service with rapid turnaround and consistently high standards of quality across all areas of operation.

To support this objective, the Executive Team is committed to the following principles:

Our Commitments

- **Customer-Centric Innovation:** We deliver secure, user-focused EAM solutions that evolve with our customers' needs.
- **Reliable Remote Operations:** Our fully remote model is underpinned by rigorous digital systems and consistent process quality.
- **Data-Driven Improvement:** We leverage analytics and customer feedback to continuously refine our services.
- **Agile and Transparent Development:** We use agile methodologies to ensure timely delivery and open communication with stakeholders.
- **Security and Compliance:** We maintain the highest standards of information security, privacy, and regulatory adherence.
- **Continuous Improvement Culture:** We embed a mindset of learning, innovation, and accountability into every aspect of our work.

How We Deliver Quality

Pole Star EAM Ltd aligns its operations with a comprehensive Quality Management System (QMS) based on **ISO 9001:2015**, which includes:

1.

Customer Onboarding & Success

- Structured onboarding processes
- Regular check-ins and KPI tracking

2.

Agile Development & Quality Assurance

- Sprint planning with feedback loops
- Comprehensive testing (manual and automated)

3.

Cloud Infrastructure Monitoring

- Uptime monitoring, performance alerts, and incident response protocols

4.

Customer Support & Ticketing

- SLA-driven support with root cause analysis

2.

User Feedback Integration

- In-app surveys, feature voting, and beta programs

3.

Internal Quality Audits

- Ongoing audits of code, documentation, and support workflows

4.

Training & Knowledge Sharing

- Staff development via internal wikis, workshops, and certifications

5.

Risk & Change Management

- Deployment risk logs and formal change control processes

To achieve this objective, the organization maintains an effective and efficient Quality Management System that is based upon the requirements of ISO 9001:2015.

The continual improvement of our QMS is fundamental to Pole Star EAM Ltd's long-term success. All employees are expected to understand, support, and apply this policy in their daily work, ensuring we meet our customers' requirements with confidence and consistency.

Authorised by:



Co-Chief Executive Officer Pole Star EAM Ltd