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# Quality Policy

Version: 01

Type: Final

Level of classification: Public use

Date: 08 – 05 – 2009

Procedure code: C0 – 3

## Quality Policy

(ISO 9001:2008 – 4.2.1 b), 5.3 refers)

### 1. Introduction

**CACTUS** has adopted a set of policies that reflects its commitment to the provision of high quality services and their continuous improvement. These policies are reviewed annually, on a Management Review Meeting.

This policy statement demonstrates the commitment given to quality assurance and the efforts being made to comply with best professional practices.

Through our Quality Management System, we aim to ensure that the services we deliver fully meet the expectations of our clients.

**Through this policy we, at CACTUS**, as well show compliance with the applicable legal requirements.

### 2. Our Business

**CACTUS** is the leading Kosovar company in the field of system integration, consultancy, implementation, support and training of modern and adaptable IT infrastructure offering services to both private and public sector organizations, but as well to organizations seeking to work with these sectors.

Our existing and prospective client base demands a high quality output and ultimately our business depend on providing our clients with good quality advice and continuous support.

The commitment we undertake in this policy statement therefore reflects the nature of our business.

### 3. Statement of Intent

It is the policy of **CACTUS** to apply effective and appropriate quality management procedures to all of its contracts and projects and to apply quality standards in the most practical and reliable manner consistent with our client's specifications and requirements. It is also our intent, to try to the best of our possibilities, to continually improve our Quality Management System and the way we do our work.

The Company's policies and procedures on quality assurance are supported by its other policies relating to information security and the company's commitment to continuing professional development

Our approach to quality assurance includes agreeing with the client the nature, amount and timing of the outputs to be delivered during the course of the project. In all cases we will seek to agree this with the client at the earliest stage of the project, and ideally before we actually start our work (although it is recognized that it will not be possible to do so in every case). In all cases **CACTUS** will seek the client's approval of the outputs delivered by our staff in our specific performance of the contract.

**CACTUS** will ensure that the following quality management principles are uphold:

- **Customer focus** – understand current and future customer needs, meet customer requirements and strive to exceed customer expectations.
- **Leadership** – creating environment for full involvement of the employees in achieving the organization's objectives.
- **Involvement of people** – ensuring company's maximum benefits
- **Process approach** - achieving the desired results more efficiently by managing resources and activities as process
- **System approach to management** – managing a system of interrelated contributes to efficiency and effectiveness of the company
- **Continual improvement** – improving the management system, procedures, practices and controls in order to enhance the company's ability to meet its requirements and increase customer satisfaction

- **Factual approach to decision making** – effective decision are based on logical or intuitive analyses of data and information.
- **Mutually beneficial supplier relationships** – creating value between the company and it's suppliers

#### 4. Responsibilities

##### The Managing Partners

- ✓ Hold ultimate responsibility for the Quality Management System and approves the Quality Policy. Ensures adherence to the Quality Policy, as well as its review and communication to all staff.
- ✓ Hold responsibility for the continuous improvement of the effectiveness of the Quality Management System through the Quality Policy, Quality objectives, audit results, monitored events, corrective and preventive actions and the management review.
- ✓ Hold responsibility for providing the necessary recourses for implementation and maintenance of the Quality Management System
- ✓ Review the policy on regular intervals to ensure appropriateness.
- ✓ Review the quality objectives on regular intervals to ensure alignment to the business strategy and objectives.

##### Quality Manager

- ✓ Holds responsibility for continuous improvement of the effectiveness of the Quality Management System
- ✓ Holds direct responsibility for maintaining the Quality Management System, Quality Policy and giving directions for its implementation
- ✓ Holds responsibility for ensuring effective implementation of the Quality procedures, but holds the right to delegate that responsibility to a competent employee

##### All Employees

- ✓ Hold responsibility to ensure the highest level of quality in their performance aimed at customer satisfaction

Lulëzon Jagxhiu  
Managing Director

Date:  
8/5/2009