



## **CRYSTAL CLEAR SOFTWARE LTD.**

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### **CRYSTAL CLEAR SOFTWARE LTD's QUALITY POLICY**

The management of Crystal Clear Software Limited recognises and undertakes as its mandate to design, develop and provide high quality software for Microfinance Institutions and to train and support our customers to their satisfaction in a cost effective way.

We believe that the production of high quality software can only be achieved through efficient and effective quality management processes including quality planning, quality control, quality assurance and the consistent improvement of these processes that we try to achieve through the application of the quality management principles within the quality management system framework.

This policy is made known to all stakeholders within the organization and interested external parties through our communication mechanisms and all employees are charged with the responsibility of ensuring that quality is maintained at all levels to meet the requirements of all interested parties, including customer requirements.

Top management & the organization quality management team are responsible for ensuring that quality objectives and all applicable requirements from internal and external stakeholders are met within the quality management system operations.

Hans Verkoijen  
**Executive Director**