



## QUALITY POLICY

Akoni Technologies is a consulting company that solves business problems with digital workflows that matter. Akoni Technologies works with clients to understand their business needs and advise them on ways to efficiently use information technology to meet their business objectives and find solutions to overcome their obstacles thereby making them able to operate in a more efficient and cost-effective way. Here at Akoni we believe in 'One shoe does not fit all' and its aim is to better understand the requirements of every client thereby drafting a tailored strategy for them to automate their business processes to utilise their resources to achieve more.

Akoni Technologies values its client's, understands their business needs, and pledges commitment to contribute to the success and satisfaction of its clients. Our mission at Akoni Technologies is to unlock the full potential of our customers and bring them the best user experience through innovation. Akoni Technologies is dedicated to enhancing the client's journey by pushing boundaries and embracing cutting-edge technology.

To achieve this objective, the Akoni Technologies will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

As such, the Directors of AKONI Technologies are committed to the following:

- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them;



- Ensure quality objectives help the organisation achieve customer requirements by:
  - Care: Akoni Technologies truly care as we are what we are because of you. Through care, we strive to create deeper bonds for better tomorrow.
  - Transparency: Our team at AKONI is collaborative and transparent. We value transparent relationships with our customers as it promotes trusts and fosters growth.
  - Innovation: We, at AKONI, like to think outside the box. Our specialist consultants are well trained to develop be-spoke and unique solutions.
  - Accountability: At AKONI, we honour commitments and believe in taking full responsibility for our work quality and ourcomes.
  
- Monitor and measure the effectiveness of its business processes and objectives through management reviews and the internal audit process;
- Proactively seek feedback from customers on how well its products/services meet their requirements and set objectives for continual improvement;
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence;
- Select and work closely with suppliers who enable the organisation to create and deliver a reliable performance;
- Recruit employees who are customer-focused and support them with appropriate training and systems to ensure their competence always meets the organisation's requirements;
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of the organisation's products/services and business processes;



- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System;
- Ensure that the organisation complies with all necessary regulatory and legal requirements.

The continual improvement of the organisation's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

The Quality policy has been reviewed and signed off by the board of directors of Akoni Technologies Ltd.