

QUALITY POLICY

Softtech A.Ş. is driven by the vision of becoming a human-focused global brand that develops cutting-edge technologies. With customer satisfaction as our primary focus, we embrace a continuous improvement mindset in managing our processes while maintaining our commitment to delivering products of the highest quality standards. Our core mission is to create, deploy, and maintain robust quality management systems throughout all organizational processes to ensure the delivery of sustainable services that meet established benchmarks.

Within this framework, our quality policy encompasses:

- Maximizing customer satisfaction in our products and services by eliminating non-value-added activities, ensuring effective and efficient resource utilization, and delivering timely product releases,
- Providing products that meet our customers' needs and expectations while establishing ourselves as an innovative leader in the industry,
- Continuously striving for excellence through lean principles and a continuous improvement perspective,
- Structuring our processes in accordance with recognized standards and supporting service delivery with tools and technologies that maximize efficiency,
- Providing our employees with opportunities for continuous development and creating a work environment where they can perform their duties with enthusiasm,
- Ensuring the establishment of quality consciousness across all our departments,
- Fostering a participatory management approach within our company and promoting leadership and employee engagement throughout all our processes,
- Delivering fast, effective, efficient, secure, and high-quality products and services to our customers.

The targeted outcomes through these policy principles are:

- Increased productivity and reduced time-to-market,
- Development of innovative software solutions that provide competitive advantage,
- Sustainable growth by offering opportunities to our employees and stakeholders.