



## 1 Business Policy

As Yagoba's main business is design, development, and testing services we are extremely customer orientated and strive for full customer satisfaction by keeping the focus on high quality and delivery in time. Yagoba is a solution-driven company which has established a dynamic work environment to satisfy customer needs in a flexible and fast manner by guaranteeing a high level of quality.

The management of Yagoba is continuously improving our work environment as well as the underlying processes. For this reason, each project is closed with an internal "lessons learned" retrospective as well as including customers feedback on the projects.

The management of Yagoba is aware of the responsibilities the company must fulfill to maintain and improve the quality and customer satisfaction of our services. The management is also committed to provide all resources which are needed to setup and maintain a quality management system.

Yagoba's management team is constantly analyzing risks and opportunities in order to maintain business continuity and to ensure the high level of quality our customers deserve.

The management commits to maintain and further develop, and improve the quality management system and to satisfy all obligations given.

This handbook and all referenced documents fulfill the requirements of ISO 9001.

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