

Solidatus quality management statement

Version: 0.1

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1. Quality policy statement

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- 1.1 Threadneedle Software Ltd (Solidatus) was established to provide best in class, powerful and modern data lineage software to multiple sectors. Whilst our head office and majority of staff are based in the UK our operations extend worldwide.
- 1.2 Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.
- 1.3 We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.
- 1.4 We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:
 - 1.4.1 Regular gathering and monitoring of customer feedback.
 - 1.4.2 A customer complaints procedure.
 - 1.4.3 Selection and performance monitoring of suppliers against set criteria.
 - 1.4.4 Training and development for our employees.
 - 1.4.5 Regular audit of our internal processes.
 - 1.4.6 Measurable quality objectives which reflect our business aims.
 - 1.4.7 Management reviews of audit results, customer feedback and complaints.
- 1.5 Our internal procedures are reviewed regularly and are held in an online Quality Manual which is made available to all employees.
- 1.6 This policy is posted on the Solidatus web site along with its other policies.
- 1.7 Although the joint CEO's have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Document control

Version history

Version	Date	Approved by	Notes
V0.1	27/10/2020	Board	Initial version