Quality policy

As **Software editor, CODIX** provides implementation as support services exclusively around its **software solution** for event-driven case management - **iMX.** It has a **strong focus on the Customers business** and is perfectly adaptable to the diversity of its Clients' needs and expectations.

CODIX is committed to providing the highest level of product quality and customer service. To demonstrate this commitment CODIX operates a Quality Management System that ensures compliance with the requirements of ISO9001:2015 and relevant legislation or standards.

This system is regularly reviewed to ensure that it remains effective and that continual improvement is achieved in key areas of its business.

The Top Management will operate and continually improve the effectiveness of the Quality Management System (QMS) and will ensure the integrity and consistency of the system.

Main targets of CODIX when providing its services include:

- Understanding and formalizing the clients' needs and expectations in a prompt and adequate way, including consulting services and best practices recommendations.
- Constantly improving the quality of the offered products and services.
- Permanent innovations in the product.

In order to succeed, **CODIX** follows the following principles:

- Consider the needs of the Clients and those of the market in order to enhance its products accordingly, this in pro-active manner.
- Permanent market watch by participating in Conferences and Events worldwide.
- Ensure local presence in the different regions of the world and so stay close to the Clients.
- Extend the scope of the services provided with target to bring more value to the Clients.

Our **quality objectives** are specified according to this Policy in order to apply it. Our quality objectives are based on the following precepts:

Customer Focus:	To listen to our customers to meet their needs
Quality of products and services:	To improve the quality of products and services provided for better customer satisfaction.
Company growth:	To carry on our growth locally and internationally
Motivation and implication of the staff:	To motivate and involve all CODIX staff to maintain our progress
Continual improvement:	To be in a process of continuous improvement to get closer to the total quality
External communication:	To develop our brand awareness via website presence and targeted trade fair presence

In order to assess periodically the **effectiveness** of the undertaken activities, we implement **key performance indicators**, which we revise during the management reviews.

CODIX recognizes that its staff have a major role to play in achieving its business objectives and therefore provides them with the resources and support that they require. In return the staff are responsible for ensuring that the levels of product quality and customer service meet the customers' requirements.

The ISO Group Manager is appointed as a Top Management Representative in order to oversee the QMS, report the status of the QMS and support the maintenance of the QMS.

All **CODIX** employees get involved in the Quality Management System and are obliged to follow the QMS rules.

Ilia Kirilov
CODIX Group CEO