

## Management System Policy

### OBJECTIVES

The main objectives of InnoWave's Management System Policy are:

- \* Support the Strategic Goals;
- \* Ensure Client Satisfaction;
- \* Commitment to continuous improvement and innovation.

These objectives drive InnoWave's growth, its profitability and the effectiveness of the Management System.

#### CLIENT SATISFACTION

Building long term relationships with clients, understanding their processes, providing innovative products and services.

Providing value through product excellence, client support and commitment to innovation;

Enabling client's success by providing business solutions that genuinely meet client's expectations and needs, providing them with innovative solutions that enable them to obtain competitive advantages;

Ensuring InnoWave's services have the appropriate level of skilled/trained personnel, planning and resources to meet agreed client requirements.

#### CONTINUAL IMPROVEMENT AND INNOVATION

Establishing and maintaining reliable methods, processes and relevant performance metrics, measuring performance against objectives.

Assuring the systematic evaluation of the RDO Projects' results;

Establishing strong partnerships with suppliers, based on trust and mutual benefits.

Providing adequate tools, procedures, working environment, time and training to improve employees' performance, ensuring quality results;

Encourage a proactive attitude towards Innovation as one of the vectors of InnoWave's corporate policy, thus nourishing the birth of new ideas and assuring their evaluation in order to enhance the products and services.

Collecting and spreading all types of knowledge to all employees through InnoWave's Knowledge processes using the interface management

### IMPLEMENTATION AND RESPONSABILITY

InnoWave Technologies complies to ISO 9001, NP 4457, CMMI Level 3 and legal and regulatory requirements. All management levels are responsible for ensuring that the Quality Policy, as well as the requirements of the Quality Management System and associated Quality Objectives are implemented, reviewed regularly and improved continually to reflect our customer's and business needs.

Approved by: Tiago Gonçalves - CEO

25/05/2017