

QUALITY POLICY

Intland Software GmbH is committed to helping our customers adhere to high quality standards in software product development. Therefore, we strive to achieve and maintain excellence in the services we provide, and to meet customers' current and future requirements through expanding the capabilities of our product offering.

In internal processes, this quality-focused mindset is nourished by Intland Software's dedication to foster teamwork, engagement, ownership, and support for all employees. Intland Software's Quality Management System, in compliance with the requirements of EN ISO 9001:2015, helps maintain and demonstrate this focus on value, quality, and collaboration both internally and externally.



Customer focus

The needs of our rapidly growing user base drive more and more customer requirements. Intland Software is committed to being sensitive and receptive to these demands, continuously engaging with customers to best understand their evolving needs. We strive for customer satisfaction at each project phase by fulfilling requirements through new product capabilities and service offerings.



Leadership

Intland's team is at the core of our ability to create value for our customers. Realizing this, Management is committed to empowering employees by defining clear roles and responsibilities, publishing a predictable motivation system, giving fair and competitive salaries, and accepting flexible working styles in certain positions. We believe in the Agile approach and the flexibility it gives us in responding to customer needs. Intland's internal system and structure is equipped to give clear quality expectations across all positions, and to get feedback from all employees and co-workers via trainings and P2P discussions.



Employee engagement

We believe in qualified, highly motivated, and high-performing employees. Therefore, our selection process is strict and professional, resulting in genuine trust between the company and its employees. Our management is sensitive to the different life situations of employees and is devoted to helping them achieve optimal work-life balance. Intland is committed to using established, professional HR techniques for onboarding and mentoring employees. We take great care that our workspaces enable high performance in a pleasant environment. We enjoy the company of dogs in our office to ensure an animal- and human-friendly environment that fosters a true sense of belonging for both two-legged and four-legged stakeholders.



Process approach

We have well-defined and regulated processes to ensure the high quality of our end products. We are keen on monitoring KPIs continuously to measure process efficiency, and to detect potential for improvement throughout the organization.



Risk-based thinking

We analyze and strive to mitigate all risks related to our processes and at a corporate level. We ensure full traceability and transparency in our QMS for risks detected via audits, non-conformities, and complaints. Transparency will be ensured for the management, risk owners, and auditors (internal and external).



Commitment to continuous improvement

We are open to quality-oriented discussions with our customers and all employees via face to face meetings or in large groups, online forms, and any other suitable format. Our management reviews specifically focus on detecting potential for improvement, and on monitoring whether the delivered quality meets the target criteria set internally or with our customers.



This Quality Policy is:

- ✓ Available, published and maintained as documented information
- ✓ Communicated, understood and applied within the organization
- ✓ Available to all relevant interested parties
- ✓ Periodically reviewed for ensuring its validity and suitability