



Quality Policy

Our **Quality Policy** is defined and strongly driven by the following management principles and behaviors:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well;
- Achieve our commitments for quality, cost, and schedule;
- Enhance the systematic research to use the best preventive practices at all levels and ensure reliable risk management;
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys;
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment.

cleverti strives to be a leading player in the nearshore IT outsourcing panorama. Through the use of these guiding principles, everyone in **cleverti** is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services. Our goal is 100% customer satisfaction 100% of the time.