

Quality Policy

Approved by

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Per Wallentin, CEO Knowit Group

1 Customer Promise

“We understand our clients’ businesses and deliver value-adding solutions by combining our expertise in strategy, technology and creativity.”

We are Knowit. We create digital opportunities for a sustainable and human society.

2 Quality Policy

It is Knowit’s policy to market and deliver services, solutions and systems only of such quality that they fulfil each client’s expectations and deserve and gain the full confidence of the client. In this way, the client obtains value-adding, effective solutions to their problems.

3 Realization of the Policy

- Everyone at Knowit shall be aware of Knowit’s quality policy and its significance for Knowit’s clients. All work assignments shall be performed in a competent manner, taking this into account. The basis for this is continuous competence development and long-term planning in recruitment.
- All work performed by Knowit’s consultants is based on their clients’ needs and conducted so as to achieve the right quality. In many projects and assignments, the work method and project steering model are selected by the client. In projects performed in-house or where the client has not selected a work method, we use Knowit’s work method and project steering model.
- Knowit has a quality management system that ensures the needs of the clients are met in the most efficient way possible. Regular reviews of the projects conducted in-house ensure that these projects are moving forward and are efficient. To ensure that assignments on client premises are performed satisfactorily, regular follow-ups of such assignments are performed.
- Marketing and sales should be conducted in an objective, correct and instructive manner. Sales efforts should, in so far as possible, identify a client’s actual needs. Observance of business processes and competence development of business managers, singly and as a group, serve to ensure quality in our work.
- Knowit is a learning organization, in which we constantly work with continual improvement, both of our ability to develop and deliver services and of our quality management system.