

# CITI ISO-9001:2015 – Quality Management System

## CITI QMS SCOPE STATEMENT

The management for the provision of IT solutions and services for government agencies and commercial clients.

## CITI QUALITY POLICY

- Enhance customer satisfaction and loyalty by meeting customer requirements
- Produce and deliver high quality products and services, on time, at competitive rates
- Continually review and improve our overall quality management system

## CITI MISSION FOR QMS IMPLEMENTATION

- Manage our overall business operations to serve our customers providing quality services within scope, time and budget; and be considered as a preferred Information Technology solution provider.
- Transformation from services to products.
- Win new customers in all business units and continue increasing revenue maintaining good customer relationships.

## CITI STRATEGIC VISION FOR QMS IMPLEMENTATION

- Believe in one vision across various divisions of the company.
- Synergy within products to generate more revenue with existing or new customers.
- Establish and follow a standard business operations and development process.
- Streamline current processes and establish a document library/repository for those processes specific to each business unit.
- Continuous process improvement