



Quality Policy Statement

Iron Bow Technologies is dedicated to providing our customers with quality products, solutions, and services inclusive of Engagement Services, Managed Services and Program Services. Iron Bow is committed to:

- Ensuring employee experience (EX) and customer experience (CX) are continuously monitored, measured, and improved upon, in order to drive consistent and exceptional customer outcomes, as well as an outrageous employee experience.
- Identifying and addressing all slated customer needs, requirements, and constraints.
- Delivering the optimum possible solution based upon customer requirements.
- Continuously offering best of breed enterprise-based technology products, solutions, and services.
- Providing all Iron Bow employees with the tools and training required to fully participate in and contribute to the Iron Bow quality program.
- Involving all Iron Bow employees in continual improvement of our quality processes and procedures to ensure the highest quality of products, solutions, and services for our customers.
- Establishing, monitoring, and improving all Iron Bow supplier and subcontractor relationships within the quality process.
- Obtaining internal and external customer feedback and to using this information to continually improve and increase customer satisfaction.
- Continuously improve employee turnover to exceed industry and regional standards

Iron Bow Technologies success in the endeavour will be reflected in customer satisfaction, past performance results and references to prospective customers.

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DocuSigned by:

Rene LaVigne

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