

QUALITY POLICY

Who we are

Document Logistix Ltd (DLX) develops scalable digital document management solutions that help clients capture, organise, and automate business processes. We serve SMEs and blue-chip organizations across diverse sectors globally and also provide document digitization services.

Quality is central to how we operate. Our Integrated Management System (IMS), which incorporates ISO 9001:2015 (Quality), ISO 14001:2015 (Environmental) and ISO 27001:2022 (Information Security), enables us to respond effectively to legal, technological, social, and economic factors relevant to our business.

The scope of our integrated management system is defined as:- **‘Development and supply of electronic document management and workflow software, consulting, configuration, integration and support services to implement and maintain systems comprising the EDMS. The provision of document digitising and classification services. Management of cloud-based IT resources to deliver EDMS.’**

Our Commitments

DLX makes the following commitment in its strategic endeavours:-

- Providing reliable, secure, and defect-free solutions that meet customer expectations.
- Meeting all applicable customer, statutory, regulatory, and contractual requirements.
- Continually improving the effectiveness of our IMS through data-driven evaluation, audit, and review.
- Ensuring this Policy is communicated, understood, and actively applied across the organisation.
- Making this Policy available to interested parties and welcoming feedback to support improvement

Quality Objectives Framework

We set measurable quality objectives at relevant functions and levels of the organisation. These objectives support our strategic direction, are monitored through our IMS, and are reviewed as part of ongoing performance evaluation and management review activities.

Management Responsibility

Our Senior Management Team, reporting to Whitevision Holding BV, is accountable for the performance and continual improvement of the IMS. This includes:

- Setting and reviewing the scope and boundaries of the Quality Management System.
- Ensuring quality objectives are established, resourced, monitored, and achieved.
- Conducting regular management reviews and supporting an effective internal audit programme.
- Providing the resources, tools, and leadership required to maintain and improve quality performance.

Employee Engagement

All employees contribute to the success of our Quality Management System. We ensure staff understand their responsibilities and how their role supports our commitment to quality. DLX provides ongoing training and development, and operates an open-door culture that encourages feedback, reporting, and participation in improvement.

Ongoing Quality Objectives

1. Identify and fulfil customer needs and expectations to enhance satisfaction.
2. Embed quality assurance into all activities and communicate its importance.
3. Set, monitor, and review quality objectives across relevant areas.
4. Use management reviews and audits to assess and improve the IMS including its quality components.
5. Ensure resource availability aligned with DLX's context and strategic goals.

Approved By

Name:	Frank De Wit – CEO
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