



Eden has defined a quality policy and objectives that outline its commitment and expectations to business process improvement.

The quality policy is relevant to the company's organisational goals and the expectations and needs of its customers. The company ensures that its policy is understood, implemented and maintained at all levels within the organisation.

### **Quality Policy**

Eden supplies high quality software products and services that:

- fully satisfy our customers' needs and expectations
- comply to industry-accepted standards
- are recognised by the market place as clearly superior to those of our competitors

Eden is committed to new technology, the development and support of high quality software products and the provision of a range of professional services to meet our customers' needs. The attainment of quality is supported by a quality assurance management system STEPS On-Line. It is every Eden employee's responsibility to:

- fully understand and utilise the quality assurance management system
- actively contribute to the continual improvement of the effectiveness of the quality assurance management system
- ensure the application of the quality management system is conducted in the most effective and efficient manner to meet it's aim

Eden's quality assurance management system is based on AS/NZS ISO 9001:2008. Each employee strives to always perform to the best of their ability and utilises all resources at their disposal to deliver a product or service of the highest possible quality.

### **Quality Objectives**

- Maintain an effective software development process to deliver software consistently and economically
- Deliver professional services and support that effectively meet customer needs
- Continually improve processes to ensure maximum effectiveness
- Maintain mutual rewarding relationships with customers, partners and colleagues
- Provide an environment in which people can grow and succeed
- Achieve maximum profits whilst upholding the highest quality standards