

## QUALITY POLICY

**Zyla Computing** is a Cloud Services Provider offering the following services related to IT:

- SaaS (Software-as-a-Service)
  - E-Mail/Collaboration Services
  - Object Storage Services
- IaaS (Infrastructure-as-a-Service)
  - VPC - Virtual Private Clouds
  - VDC - Virtual DataCenters
  - VPS - Virtual Private Servers

**Zyla Computing** adopts a Quality Management System based on the requirements of SM EN ISO 9001:2015

**Zyla Computing** has established the following strategic objectives to be pursued through the Quality Management System:

- Long Term Vision
  - To establish long-lasting business relationships with customers, built on mutual trust that have strong potential for development and growth.
  - To perform at optimum efficiency in every aspect of the operations in order to ensure the highest possible level of customer satisfaction.
- Customer Focus
  - To provide excellent service by putting the customer at the centre of all activities.
  - To meet customer requirements in a timely and professional manner without ever comprising the business ethics and principles.
  - To provide a flexible service that suits the needs of the customers.
  - To constantly strive to identify and understand the needs and expectations of the customers,
  - To give the required and deserved respect and attention to all clients.
- Resources
  - To harness and develop the experience and knowledge earned over the years.
  - To invest in professional development to acquire knowledge and remain abreast of innovative and emerging technologies
- Quality
  - To remain committed to continuous improvement in all work practices.
  - To constantly demonstrate leadership, nurture the culture of good quality and continuous improvement across Zyla Computing.



Luke Camilleri  
CEO & Founder

