



Proud Nerds Quality Policy

Kenmerk: 20250414PNMG - Kwaliteitsbeleid - V1.0 - English
Datum: 14 april 2025
Versie: 1.0
Classificatie: Public

Quality Policy Proud Nerds

Introduction

At Proud Nerds, quality is at the core of everything we do. This Quality Policy describes how we implement our ambition to deliver high-quality digital products and services, in line with the ISO 9001:2015 standard. The policy is established by the management and forms the foundation of our Quality Management System (QMS).

Purpose of the Quality Policy

The primary objectives of this policy are:

- To deliver digital products and services that meet customer requirements and expectations;
- To enhance customer satisfaction and build long-term relationships;
- To continuously improve processes, products, and performance;
- To build trust among clients, employees, and other stakeholders through demonstrably quality-driven actions.

Our Quality Vision

We believe in:

- Predictability, transparency, and reliability;
- Solutions that work as intended, meet user needs, and are scalable and maintainable;
- Collaborating with clients to consistently deliver value;
- A professional, quality-oriented culture within all our teams.

Principles of Our Quality Management System (QMS)

Our approach to quality is based on the following pillars:

- Compliance – Meeting customer agreements, legal requirements, and internal standards.
- Customer satisfaction – Regularly monitoring and improving the customer experience throughout the entire journey.
- Continuous improvement – Improving based on feedback, performance metrics, and evaluations.
- Process control – Clear oversight and management of all stages of service delivery, from planning to support.

Assurance and Implementation

- Our QMS is designed in accordance with ISO 9001:2015.
- Processes are efficient, repeatable, and practical without unnecessary administrative burden.
- The policy is reviewed annually and updated as needed by management.
- Objectives are translated into concrete, measurable KPIs per discipline.
- The policy is shared with all employees via onboarding, dashboards, and team briefings.

Responsibilities

Management holds final responsibility for the quality policy and the effectiveness of the QMS. Execution is delegated to the quality manager, product owners, and team leads.

Final Statement

This policy affirms our commitment to embedding quality into our daily operations. It ensures we remain a trusted partner for our clients and continue to grow as an organization.

Approved by: Martijn van de Poel, management Proud Nerds
Version: 1.0
Date: April 14, 2025