

Quality Policy

Flashnet Technologies Limited is a high growth Organization that focusses on providing High-end Technology Solutions in the field of Internet Connectivity, Software Solutions, Cybersecurity and Cloud Solutions. With a technology base in Dar-es-salaam Tanzania, Flashnet Technologies Limited aims to grow in other African Markets while creating a positive footprint in its birthplace.

We at **Flashnet Technologies Limited** are committed to maintain and promote Quality Management excellence in our systems and all our activities and processes at the place we operate. Flashnet Technologies Limited strives to be the best provider of Internet Connectivity, Software Solutions, Cybersecurity and Cloud Solutions services in the industry. Through the use of these guiding principles, everyone in Flashnet Technologies Limited is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services.

Our Goal is **100% Customer Satisfaction Delivered All The Time.**

Top management at **Flashnet Technologies Limited** takes a proactive role in establishing SMART quality objectives and policies aligned with our guiding principles. Through a collaborative and data-driven process, our leadership ensures that quality objectives are Informed by Customer Insights, Strategically Aligned, Risk-Informed, Continuous Improvement Focused and Employee Development-Oriented.

Our **Quality Policy** is defined and strongly driven by the following Top Management guiding principles and behaviors as listed below: -

- **Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs.**
- **Achieve our commitments for Quality, Cost, Customer Satisfaction and Service Delivery.**
- **Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management.**
- **Drive continual improvement and innovation based upon efficient business processes, well-defined business goals, best practices, and customer surveys.**
- **Develop staff competencies, creativity, empowerment, and accountability, through appropriate development programs and show strong management involvement and commitment.**

We will ensure this policy is communicated, understood, and applied within our Organization and is available to all our interested parties wherever reasonable and practicable.

Signed

Vinanyan Benedict
CHIEF EXECUTIVE OFFICER

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