

MAN-CA-01 Quality Manual

Rev.1

	Quality Manual		Page 2 of 23
	Approval Date	09/14/2023	

INDEX

1.	COMPANY PRESENTATION	4
2.	NORMATIVE REFERENCES	4
3.	DEFINITIONS	4
4.	ORGANIZATION AND CONTEXT	4
4.1	Knowledge of the Organization and its context	4
4.2	Stakeholders	5
4.3	Scope	5
4.4	Quality Management System and its Processes	5
5.	LEADERSHIP	6
5.1	Leadership and Commitment	6
5.2	Politics	7
5.3	Roles, responsibilities and authorities in the organization	7
6.	PLANNING	8
6.1	Actions to address risks and opportunities	8
6.2	Objectives	9
6.3	Planning for changes	9
7.	SUPPORT	10
7.1	Provision of Resources	10
7.1.2	People	10
7.1.3	Infrastructure	10
7.1.4	Environment for the operation of processes	10
7.1.5	Monitoring and Measurement Resources	11
7.1.6	Knowledge of the Organization	11
7.2	Competence	11
7.3	Awareness	12
7.4	Communications	12
7.5	Documented information	14
8	OPERATION	14
8.1	Operational planning and control	14
8.2	Requirements for products and services	14

	Quality Manual		Page 3 of 23
	Approval Date	09/14/2023	

8.2.1	Communication with the client	15
8.2.2	Determination of requirements for products and services	15
8.2.3	Review of requirements for products and services	16
8.2.4	Changes in requirements for products and services	16
8.3	Design and Development of products and services	16
8.4	Control of externally supplied processes, products and services	16
8.5	Production and provision of the Service	17
8.5.1	Production and provision of the Service	17
8.5.2	Identification and traceability	18
8.5.3	Property belonging to customers or external suppliers	18
8.5.4	Preservation	18
8.5.5	Post-delivery activities	19
8.5.6	Change control	19
8.6	Release of products and services	19
8.7	Control of Non-Conforming Outputs	20
9.	PERFORMANCE EVALUATION	20
9.1	Monitoring, measurement, analysis and evaluation	20
9.1.1	Customer satisfaction	20
9.1.2	Analysis and evaluation	21
9.2	Internal Audit	21
9.3	Management Review	21
10.	IMPROVEMENT	22
10.1	General	22
10.2	Non-Conformity and Corrective Action	22
10.3	Continuous Improvement	22
11.	ANNEX 1 Process Map	24

	Quality Manual		Page 4 of 23
	Approval Date	09/14/2023	

1. COMPANY PRESENTATION

EIWA, we are a Software company oriented towards the digitization of data and information. By digitizing test and batch data, and using Eiwa's software infrastructure, users have the ability to perform analytics on their data and apply science on it by developing their own models. We carry out our projects with dedication and responsibility, generating a bond of trust with those who choose us to develop and implement the best solution.

2. NORMATIVE REFERENCES

This Manual provides a documented plan for the development, implementation, verification, review and improvement of the Quality Management System in accordance with the requirements of ISO 9001:2015: Quality Management Systems. Requirements.

3. DEFINITIONS

For the purpose of this Quality Manual, the terms and definitions given in ISO 9000:2015 are also applicable. Quality management systems — Fundamentals and vocabulary.

QMS: Quality Management System.

4. ORGANIZATION AND CONTEXT

4.1 Knowledge of the Organization and its context

EIWA has defined its purpose and strategic direction in the Quality Policy approved by the Management.

The context within which processes and services are developed is defined in the **F.O.D.A.** document. It determines the external and internal issues that are pertinent to the purpose of the company and that affects its ability to achieve the intended results of the quality management system. For this, external aspects (political, economic, social, technological) and internal aspects (knowledge, performance, culture and values, communication and technological systems) are analyzed. This data is used as input to perform the SWOT analysis (Strengths, Opportunities, Weaknesses and Threats). This analysis is carried out by Management and is reviewed at least once a year in the Management Review, or when changes appear that merit it, at the discretion of Management.

	Quality Manual		Page 5 of 23
	Approval Date	09/14/2023	

4.2 Stakeholders

The Management identifies the interested parties and determines those that are relevant to the quality management system, that is, those that influence or may be influenced by the activity of our company.

The needs and expectations of the relevant stakeholders are considered as other requirements of the system, so an administrator is defined for each interested party, who will have the obligation to ensure compliance. The Stakeholders document describes the method of measuring needs and expectations, evaluation criteria and measuring compliance.

This analysis is carried out by Management and is reviewed at least once a year in the Management Review.

4.3 Scope

EIWA develops this Quality Manual in order to describe the Policy, commitments and responsibilities that it assumes in terms of Quality to achieve Quality Management in the processes that impact customer satisfaction, within the processes achieved by it.

The scope of EIWA's **Quality Management System** extends to the processes of:

Design and development of platform (Saas) for the digitization of data and information in the agricultural sector.

Non-applicability requirement:

7.1.5.2 Monitoring and measurement requirements. Since the service performed to the client, does not require the use of monitoring and measurement equipment, which require calibration or verification. No automated processes to control.

4.4 Quality Management System and its Processes

EIWA documents and implements its QMS taking into account the following:

- Ensure the availability of the information and resources necessary for the proper functioning and monitoring of the processes developed.
- Measurement, monitoring and analysis of the processes and implementation of the actions necessary to achieve the planned results.
- Establish, for the relevant processes, the sequence and interaction between them as indicated in the **Process Map** (Annex to this Quality Manual)

The key processes of the organization are documented in the **Process Map / Sheets**, which includes:

- The required inputs and expected outputs of the processes.
- Its sequence and interaction.

	Quality Manual		Page 6 of 23
	Approval Date	09/14/2023	

- The criteria and methods necessary to ensure effective operation and control.
- The necessary resources and the allocation of responsibilities and authorities.

Within this framework, the Quality Management System is prepared to determine and implement:

- Actions to address your risks and opportunities.
- Evaluating processes and implementing changes to ensure that intended results are achieved.
- The improvement of processes and the Quality Management system.

5. LEADERSHIP

5.1 Leadership and Commitment

EIWA' s Management demonstrates its leadership and commitment to the Quality Management System:

- Establishing the Quality Policy and Objectives and ensuring that they are compatible with the business strategy of the Organization.
- Ensuring that the requirements of the Quality Management System are fully integrated into the Company's business processes.
- Providing the necessary and sufficient resources for the Quality Management System to develop in a reasonable manner.
- Ensuring that the Organization adopts a process-based approach that guarantees its transparency, as well as its integration, participation and commitment of all employees.
- Prioritizing strategic actions and adopting specific courses of action based on thoughtful decisions derived from the best available information, to achieve the results foreseen by the Quality Management System.
- Communicating and disseminating the importance of effective quality management in accordance with the requirements of ISO 9001: 2015.
- Establishing the resources that allow to implement, maintain and improve the QMS.
- Determining the risks and opportunities that may affect the conformity of the services provided and the ability to increase customer satisfaction.

Management ensures its commitment to customer focus by:

- Identification of the requirements and needs of customers ensuring that these are met and their level of satisfaction is measured.
- The objectives of the organization, which are defined based on the needs and expectations of the customer and other stakeholders.
- The communication to all collaborators of the needs and expectations of the client through the defined communication channels.

	Quality Manual		Page 7 of 23
	Approval Date	09/14/2023	

- Active management of customer relationships to achieve sustained success, establishing collaborative improvement activities with suppliers, partners and other stakeholders.

5.2 Politics

EIWA' s Management ensures that the Quality Policy is appropriate to the purpose and context of the organization and that it is known and understood by all members of the company, who are committed to its compliance, and is reviewed for its continuous adaptation at least in the Management Review.

EIWA's Quality **policy** is aligned with the strategic direction of the company and therefore with the Quality Objectives.

The Quality Policy is documented in the Quality Policy document and is published on our website available to interested parties. Through the defined internal communication channels, activities are carried out to ensure their understanding and application within the Organization.

5.3 Roles, responsibilities and authorities in the organization

The Management has established an organization in accordance with the **Organizational Chart** document and has defined the roles, responsibilities and authorities within the Functions, **Responsibilities and Profiles document**.

The Directorate has assigned responsibility and authority to:

- Ensure that the quality management system complies with regulatory requirements.
- Ensure processes deliver expected results
- Ensure you are informed about QMS performance and opportunities for improvement.
- Ensure that awareness of meeting customer requirements is promoted.
- Ensure that the integrity of the QMS is maintained when planning and implementing changes to the QMS.

The communication channels established in **EIWA** are the following:

- Holding periodic meetings to monitor activities.
- Whatsapp.
- Communications and training activities through google meets and webinars.
- Google Calendar.

	Quality Manual		Page 8 of 23
	Approval Date	09/14/2023	

6. PLANNING

6.1 Actions to address risks and opportunities

When planning its Quality Management System **EIWA** has considered the issues referred to in section 4.1 Knowledge of the Organization and its context, as well as the requirements identified in 4.2 Stakeholders, determining the risks and opportunities that need to be addressed in order to:

- Ensure that the Quality Management System achieves the expected results.
- Prevent or reduce unwanted effects.
- Achieve continuous improvement.

To this end , **EIWA** has planned:

- Actions to address identified risks and opportunities.
- How to integrate and implement the actions into your QMS processes and evaluate the effectiveness of those actions.

The Management carries out the analysis of the Risks and Opportunities, considering:

- Current knowledge of your processes and problems that have occurred or potential problems that may occur, and
- The context defined in the F.O.D.A and the needs and expectations of the interested parties.

This analysis is recorded in the **Risks and Opportunities Matrix** spreadsheet. It describes the methodology used, the assessment criteria and the planning of actions to address risks and opportunities.

The actions that arise from the analysis of Risks and Opportunities are recorded in the same Risks and Opportunities Matrix sheet for monitoring and implementation.

It is also possible to detect risks and then plan actions based on context analysis and stakeholder needs and expectations, customer complaints, process performance, etc.

Annually during the System Review by Management, the effectiveness of the actions taken to address risks and opportunities is verified and updated with the incorporation of new risks (if any).

	Quality Manual		Page 9 of 23
	Approval Date	09/14/2023	

6.2 Objectives

Annually, the Management establishes the objectives of quality and its planning, documenting in the Objectives sheet, **where the necessary information for the planning of the Objectives and their follow-up is indicated, when a significant deviation is found it is shared with the team and the relevant collaborators and it is immediately informed to the Management and other interested parties (if applicable) for their analysis and determination of steps to follow.**

It should be ensured that the objectives:

- Are consistent with the Quality Policy.
- Are measurable (if qualitative, compliance is established).
- Take into account the applicable requirements and do not contradict them.
- Be followed according to the planned frequency.
- Communicate clearly to relevant stakeholders.
- In the case that it corresponds to update them, a record of the exceeded versions is saved.

In the instance of the Management Review, the final analysis of the objectives and the determination of the objectives of the following year are carried out.

6.3 Planning for changes

Any change that may affect the Quality Management System, such as: Technological changes, removals, reduction or increase of personnel, changes of computer applications, process changes, etc. is evaluated in order to analyze its impact on the Quality Management System.

If the change impacts the QMS, the potential consequences and the need to revise it are evaluated.

These changes should be planned, as far as possible, as Improvement Actions (either Corrective or Improvement, see methodology in point 10.2) ensuring that this planning includes:

- The impact on other processes, products or services, including suppliers, customers and other stakeholders, and how this will be communicated to them.
- The resources necessary to make these changes.
- The responsibilities and authorities for making these changes

7. SUPPORT

	Quality Manual		Page 10 of 23
	Approval Date	09/14/2023	

7.1 Provision of Resources

EIWA has determined and provides the necessary resources for establishing, implementing, maintaining, reviewing and continuously improving the quality management system, analyzing existing capabilities and the need for hiring.

Resource requirements are dimensioned taking into account projects, typical operations, etc. According to the needs, they may be own or outsourced, guaranteeing in all cases the fulfillment of the different processes. In the event that the use of external resources is required, its management will be carried out according to the plan in 8.4 "Control of Products and services supplied externally".

7.1.2 People

The Management identifies and provides, at all times, sufficient and qualified personnel to efficiently cover the development, production, administration and control activities defined in this Quality Manual and in other documents and practices.

The selection of personnel is carried out as established in **the Human Resources Procedure**, taking into account the necessary competence.

7.1.3 Infrastructure

EIWA has an adequate IT infrastructure to support activities and to achieve compliance with product and service requirements.

The **Maintenance and Information Security Procedure** describes the Business Continuity Plan, the Backup Policy and the security measures adopted by the company to preserve and maintain its computer infrastructure.

7.1.4 Environment for the operation of processes

At **EIWA**, the working environment conditions are adequate to achieve conformity with product and service requirements. Since no special conditions are required, there is a suitable, pleasant workplace and the necessary infrastructure conditions. In the case of staff who carry out Home-Office activities, they are provided with the necessary support and tools to work effectively.

Periodically, with the frequency defined by the Management, **work climate surveys are carried out** in order to measure staff satisfaction and improvement actions are taken, if appropriate.

	Quality Manual		Page 11 of 23
	Approval Date	09/14/2023	

7.1.5 Monitoring and Measurement Resources

The company has defined and provided a set of operations to ensure results when monitoring and measuring to ensure service compliance with requirements. This methodology is described in the documentation of each process. The Organization does not require the use of calibrated measuring equipment to ensure product / customer service conformity.

7.1.6 Knowledge of the Organization

The knowledge of the organization has been acquired by the experience of the partners and by the expertise of each collaborator. This knowledge is preserved through technical training and through lessons learned from each project. Activities that facilitate open dialogue and the sharing of knowledge and experience are promoted.

For this, the following mechanisms of action are available:

- In the internal network of the Company, all the updated documentation of the QMS is available, all the personnel of the company have free access to it (with the exception of documented information of a restricted nature). This site also includes documentation of external origin, such as laws, decrees, rules and regulations, among others.
- In the same network there is a database where all Nonconformities, Corrective and Improvement Actions are registered.
- The improvements detected in a process or project can be incorporated into the general documents of the company, which ensures their implementation at a general level.
- There is a scheme of virtual or face-to-face meetings by each project leader, and the Management, where possible improvements, errors, etc. are analyzed.
- In the event that the staff acquires knowledge, information or good practices that are assimilable to the projects or processes of the company, they will share this information with the entire team.

7.2 Competence

All staff of their own or working on behalf of **EIWA** who perform work that affects the performance and effectiveness of the QMS are competent for the assigned task based on their education, training or experience.

The responsibilities and authorities have been defined within the document **Functions, Responsibilities and Profiles and** in it the necessary competence for the personnel who carry out work that affects the performance and effectiveness of the QMS has been determined.

	Quality Manual		Page 12 of 23
	Approval Date	09/14/2023	

The Human Resources Procedure determines the alignment of the staff with the job and the eventual training or acquisition of skills actions that must be carried out to achieve what is required by the position.

7.3 Awareness

EIWA Management is responsible for ensuring that persons working under the control of the company who are affected by or affecting the QMS in their work become aware of:

- The company's Quality Policy and Quality Objectives
- Your contribution to the effectiveness of the QMS
- The implications of non-compliance with QMS requirements

For this, through the defined communication channels, periodic activities are carried out in this regard, among others:

- Training and dissemination activities.
- Internal meetings.
- Internal audits of the Quality Management System and the analysis of the findings found.
- Internal publications.

7.4 Communications

The agenda of activities of the management system establishes the communication activities defined by the Management, the date of completion, periodicity, responsible, compliance status and communication.

What to communicate?	When to communicate?	Who to contact?	How to communicate?	Who communicates?
Quality Policy	When it is approved or each time it is reviewed	All stakeholders	Website	Address
Changes in the Quality Management System	When they occur	Relevant personnel	Meeting and/or E-Mail	Address
Quality Objectives	After approval	Relevant personnel	Meeting and/or E-Mail	Address

	Quality Manual		Page 13 of 23
	Approval Date	09/14/2023	

Supplier evaluation result	Annually, after the evaluation	External suppliers with low rating, according to management criteria	Email	Address
Results of audits	After the realization of the same	All staff	Meeting and/or E-Mail	Address
Conducting Audits (internal / external)	Prior to the date of the audit	All staff	Chat and/or E-Mail	Address
Customer complaints	When they happen	Employees involved (relevant personnel)	Meeting and/or E-Mail	Project Leader
Supplier requirements	When they are established	Suppliers	Email	Administration
Regulatory Updates	When notification is received from the corresponding State Authority	Clients involved	Email	Process Management
Test Acceptance Information	During development	Client: Affected Areas	E-Mail / Chat	Team Leader
Progress of activities from development to training	During development	Client: Affected Areas	E-Mail / Chat	Team Leader
SW Development Progress	During development	Responsible person applying for the job	E-Mail / Chat / Meetings	Team Leader
Progress of activities agreed with the client	During development	Client: Affected Areas	Mail / Chat / Meet	Team Leader
Change control, risk management results detected during development	During development	Client: Management and Responsible for the Area requesting the change	Email	Team Leader
Responding to Customer Complaints	When they occur	User who generated the complaint	Email	Team Leader
Results of satisfaction surveys	Annually	To all staff	E-Mail / Management Review Meeting	Address
Job Profiles: Responsibilities, Functions and Authorities	When new staff enter a position	President. Manager and Users in general	Informal Meeting / Job Profile in shared folder	Address

7.5 Documented information

	Quality Manual		Page 14 of 23
	Approval Date	09/14/2023	

The **Control of Documented Information Procedure** describes the methodology for the creation and control of documented information, which includes:

- Quality Manual: describes **EIWA**'s quality system, therefore, its quality policies and the instruments with which the company or business is equipped to achieve the objectives set in this regard. The Manual is reviewed and approved by the Management.
- Process Map: It shows the interaction between the processes of the company and the opening of the main processes with their flowchart, their inputs / outputs / suppliers / customers / means and resources and the criteria and methods to ensure the effectiveness of the process.
- Manuals and procedures: Describe the detail of the operational activities of each process.
- Formats: These are the forms necessary to register the activities related to the QMS.
- Documents of external origin: such as: IRAM-ISO 9001: 2015 standard, IRAM-ISO 9000:2015 or other documents of external origin mentioned in the QMS documentation. Regulations, legislation, where the company does not have the capacity to issue, modify or approve. The updates of these documents are verified by consulting the portals that provide such information.

8 OPERATION

8.1 Operational planning and control

All the processes mentioned in the Process Map have documented information that establishes the criteria for their planning, execution and control. For each of these processes, their inputs and outputs are established, the acceptance criteria of each of them (if applicable, and with the corresponding degree of disaggregation, detail or control), the existing risks and the actions taken to address them, the responsibilities and resources necessary, the documented information that results from the successful execution or not of them (and that can ensure that the process was effectively executed), among other topics.

8.2 Requirements for products and services

8.2.1 Communication with the client

EIWA determines responsible and instances of communication with the client, according to the following scheme:

to. Information regarding products and services is available on the **EIWA** website and is presented in commercial documents.

	Quality Manual		Page 15 of 23
	Approval Date	09/14/2023	

b. In the instances of Quotation and those prior to the signing of the contract or acceptance of the proposal, it is the sales representative who makes the different communications, either through meetings, telephone conversations, emails, etc.

c. Once the realization of a project is formalized, a leader is appointed, who is responsible in the first instance for all communications and feedback (including complaints) with the client. If deemed necessary, other EIWA actors may intervene. This includes approval instances.

d. The project documents consider the instances and channels to deal with:

- Information or other products supplied by the customer.
- Contingency actions that may be necessary.
- Once the projects are completed (or at times specifically defined in the case of long-term projects, if deemed necessary), a close is made with the customer team regarding the product or service provided.
- In the event that information or other products of the client must be used or manipulated, channels must be established to ensure the quality and integrity of the same.

With respect to the suggestions proposed by the client, they are manually recorded as opportunities for improvement within Field notes for BI Dashboard. When the Quality System Review is carried out by the Management, they are taken as feedback for the improvement of the system (see point 10.3 Continuous improvement of this Manual).

Customer complaints are identified and recorded in Operations Support (<https://trello.com/b/cUnvRpbs/soporte-operaciones>) and are treated in accordance with point 10.2 of this Quality Manual.

8.2.2 Determination of requirements for products and services

EIWA determines in each of the projects the services that are applicable. In the case of projects carried out specifically for customers, these applicable requirements are determined and approved together, and are reflected in the technical proposal. These requirements include legal, regulatory (where necessary) and other requirements.

8.2.3 Review of requirements for products and services

EIWA reviews the requirements for the services in conjunction with the client, and they are considered defined with the agreement between both parties. As mentioned above, they are documented in the Technical Proposal.

	Quality Manual		Page 16 of 23
	Approval Date	09/14/2023	

When performing this review , **EIWA** determines the resources that are required to meet the defined requirements.

8.2.4 Changes in requirements for products and services

In the event that changes in product and service requirements are required, **EIWA** evaluates and analyzes them and agrees with the client prior to implementation.

In case these changes require the modification of documented information, it is done according to the guidelines described in 7.5 and is communicated reliably to all interested parties.

8.3 Design and Development of products and services

In **the design and development procedure**, the methodology for planning, reviewing, verifying and validating software and content development in EIWA is described and explained .

It determines the steps to follow and responsible to meet the requirements of the client and the project, ensuring the quality of the product / service, communication and transparency with the client and the added value we provide in our projects so that they are aligned with our Quality Policy in each of the instances.

All processes are reflected in tasks created in the project management platform: Jira.

8.4 Control of externally supplied processes, products and services

EIWA controls its purchasing process to ensure that products or services conform to the required specifications.

Purchases associated with supplies and services are made according to budget and form of payment, making a prior evaluation of the Terms and Conditions of the Suppliers to ensure that they meet the requirements of the company.

For the acquisition of physical products, when detecting a need for purchase, we proceed to search on the MercadoLibre website, analyzing the best price/quality/reputation ratio of the seller.

In case the product is not available in MercadoLibre, 2 or 3 quotes from specialized companies are sought, for subsequent evaluation and purchase decision.

For the acquisition of other services, we proceed to find a budget between 2 or 3 alternatives and analyze according to who offers the best conditions according to the selection criteria defined in the Supplier Evaluation form.

	Quality Manual		Page 17 of 23
	Approval Date	09/14/2023	

It is approved to the suppliers of products and services essential for the operational functioning of the company, given that a failure in it could put at risk the fulfillment of the client's requirements.

The **External Supplier Qualification Procedure** defines the methodology for the selection of suppliers that affect the quality of the service as well as the mechanism for monitoring the supplier's performance and its periodic evaluation.

8.5 Production and provision of the Service

EIWA plans and carries out the production of software and content under controlled conditions, using the cloud-based JIRA Management Platform that includes the administration of each project independently.

8.5.1 Production and provision of the Service

EIWA defines requirements and solutions evolve over time according to the need of the project or the client. Thus, the work is done through the collaboration of the entire team, immersed in a shared process of short-term decision-making that involves the client in all its stages, and not at the end when the product is finished.

All procedures are detailed in the **design and development procedure and the** operating instructions (Confluence).

These documents specify how all teams, including the customer, interact to ensure the production of quality software.

8.5.2 Identification and traceability

There are repositories ordered for each project or development, where the origin of the components of the developments is determined, by whom it was developed, etc. In addition, the income to the systems requires identification by each of the users of the same, which has a detail of the movements or activities carried out by each of them. All release activities have a defined responsible.

SW identification is implemented through configuration management so that complete visibility into the status and current configuration of the product and that anyone working on it at any point in the lifecycle uses appropriate versions of the items.

	Quality Manual		Page 18 of 23
	Approval Date	09/14/2023	

8.5.3 Property belonging to customers or external suppliers

The following products are supplied by the customer:

- Programs and applications developed in the clients.
- Databases and other confidential information of our customers.
- Documentation of design and development of customers.
- Network Services

The Information and data provided by the client are proprietary and confidential and as such are treated by **EIWA** according to the guidelines established in the **Information Maintenance and Security Procedure**.

When client documentation exists, it is treated with appropriate means and procedures to ensure that its integrity and confidentiality are preserved.

In all cases in which the product supplied by third parties is damaged, lost or rendered useless, they will be informed in the manner defined as a communication channel and joint actions will be taken in this regard.

8.5.4 Preservation

Actions are taken to protect the product from damage while preserving its integrity. Information preservation measures are applied for handling, storage, conservation and delivery activities:

- Digital folder
- Store SW items while maintaining product versions.
- Allow access and recovery of the original and any copies in a controlled manner.
- Protect the HW from viruses, electromagnetic and electrostatic environments.
- Establish backup policies that ensure disaster recovery.
- Store the SW medium in a protected environment.

All operations are carried out with the appropriate methods to avoid damage and decrease in quality of products and documents. Documents are kept correctly identified from receipt to use.

8.5.5 Post-delivery activities

EIWA, according to the scope of each of the Technical Proposals, establishes the activities that are carried out after delivery: Operation, Maintenance and Support.

These may include:

	Quality Manual		Page 19 of 23
	Approval Date	09/14/2023	

- Technical training to the client or whoever designates.
- Correction of errors by corrective support
- Implementation of improvements through evolutionary support

8.5.6 Change control

To the extent that changes arise in processes, products and services, they are reflected in the corresponding documented information and communicated to all interested parties through the channels defined in a timely manner. Changes are approved by the Management or whoever it disposes.

8.6 Release of products and services

The release of the products and services supplied is done with the express approval of the project leader and the Director, and even when appropriate by the client.

8.7 Control of Non-Conforming Outputs

Non-compliant services are identified and treated in accordance with point 10.2. The **Findings Management Procedure** defines "Non-Conforming Software Product".

9. PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluation

To demonstrate the effectiveness of its QMS, **EIWA** has identified:

- In which cases the processes and/or actions established should be subject to monitoring, control and what are the parameters to be measured and evaluated in order to demonstrate their conformity.
- Monitoring, measurement, analysis and evaluation methods, as applicable, to ensure verifiable and validable results and,
- The timing of monitoring, measurement and evaluation of results.

To demonstrate the effectiveness of the methodologies adopted in each case, **EIWA** makes use of:

	Quality Manual		Page 20 of 23
	Approval Date	09/14/2023	

- Internal audits.
- Conducting management reviews.
- The implementation of corrective actions.
- Monitoring of Quality Objectives and Indicators. The Objectives sheet summarizes the indicators adopted, their analysis and follow-up.

Documented information is retained as evidence of the results in each of the cases.

9.1.1 Customer satisfaction

The degree of perception of customer satisfaction is measured by customer satisfaction surveys that are carried out annually and are analyzed by Management. It is carried out by the main referents of each client, where they answer questions about the quality of the service and the final product, as well as the attention received from EIWA's interlocutors. These metrics are taken as a basis for the performance evaluation of project participants.

Quality objectives have been established and actions are analysed and evaluated in accordance with point 9.3.

9.1.2 Analysis and evaluation

The company's decisions are based on the analysis and evaluation of data and information that arises from the monitoring and measurement of processes.

The Quality Objectives and Goals document details the objectives, the associated indicator for their measurement, their calculation, data source, measurement frequency and goal.

The conformity of the service, the degree of satisfaction of the Clients, the performance and effectiveness of the QMS, the effectiveness of the planned activities, the effectiveness of the actions taken to address the risks and opportunities, the performance of the external suppliers and the need to incorporate improvements in the QMS are evaluated. This analysis is carried out at least once a year in the Management Review.

9.2 Internal Audit

Internal Audits of the Quality Management System are carried out to determine if it is in accordance with the requirements of ISO 9001 (current version) and with the requirements of the Quality Management System established by the company in order to verify that said System has been implemented and maintained effectively. The **Internal Audit Procedure** describes applied methodology, qualification of auditors, audit criteria and classification of findings.

	Quality Manual		Page 21 of 23
	Approval Date	09/14/2023	

9.3 Management Review

The reviews by the Management of the Quality Management System have the mission of ensuring the convenience, adequacy, effectiveness and continuous improvement of the same. These meetings are held at least annually and the partners and employees that the Management considers participate.

The entries or agenda of the annual meeting are as follows:

- Actions pending Review by the Previous Management.
- Changes in external and internal issues that are relevant to the quality management system.
- Customer satisfaction and feedback from relevant stakeholders.
- Fulfillment of objectives and goals.
- The performance of processes and compliance of products and services.
- Nonconformities and corrective actions.
- The results of monitoring and measurement.
- Result of the Audits.
- Performance of Suppliers of external suppliers.
- The adequacy of resources.
- The effectiveness of actions taken to address risks and opportunities.
- Opportunities for Improvement.
- Review and adaptation of Quality Policy.

As a result of the meeting, the Act of Review by the Management is made, which lists:

- All the topics discussed, the decisions taken, the actions to be undertaken, deadlines and necessary resources.
- Improvements in the efficiency of the QMS and its processes.
- Improvements in the Product and Service regarding the fulfillment of the needs and requirements of the clients.
- The resources needed to address improvements.

10. IMPROVEMENT

10.1 General

EIWA identifies and selects opportunities for improvement and implements the necessary actions to improve customer requirements and increase customer satisfaction.

	Quality Manual		Page 22 of 23
	Approval Date	09/14/2023	

10.2 Non-Conformity and Corrective Action

All non-conformities related to the Quality Management System and products / services provided, together with complaints and claims from customers, are natural sources for the application of corrective actions.

From these sources, the analysis is carried out to establish the causes and subsequently corrective actions are applied, which are registered in the REG-NC-01 Nonconformities.

This monitoring includes the verification of the implementation and effectiveness of the action, so as to prevent the repetition of the nonconformity or the appearance of another potential diversion due to the same cause.

At the close of the nonconformity, the need to update risks and opportunities and make changes to the QMS is assessed.

The document **Procedure Management of Findings** explains the methodology of application.

10.3 Continuous Improvement

EIWA continuously identifies opportunities to improve the suitability, adequacy and effectiveness of its QMS, for which structures are provided where the implementation and support processes are considered in terms of:

- The Quality Policy.
- Quality Objectives and Goals.
- The results of the audits.
- The investigation of non-conformities.
- Management Review.
- Customer suggestions.
- Internal meetings.

All improvements are analyzed and, if implemented, are registered in JIRA as improvement actions.

11. ANNEX 1 Process Map (en español)

