

Quality Policy



The priority goal of Seth Software Sp. z o.o., based in Głogów Małopolski, is to consistently meet customer requirements by achieving and maintaining the highest quality of services in the following areas:

- Design and sale of IT systems,
- Sales of IT equipment,
- Development and distribution of devices,
- Research and Development activity (R&D Projects)
- Hosting services,
- Maintenance services, including B2B and SLA on an B2B platform.

Our primary goal is to strengthen the company's position as a leader in the technology industry and a reliable business partner that, thanks to modern digital solutions, effectively supports and develops the businesses of its clients. In the era of digital transformation, we want not only to keep up with technological progress, but also to shape it by offering innovative products and services, including those based on AI and machine learning, that increase the business value of our clients.

Our goal is to build customer trust by providing the highest level of service and implementing solutions that meet high quality and safety standards, based on the PN-EN ISO 9001 and PN-EN ISO 27001 standards.

The introduction of the PN-EN ISO 27001 standard on information security management is an integral part of our strategy. It enables us to more effectively secure customer and company data, significantly increasing trust levels and enabling us to meet today's cybersecurity challenges.

Our goals:

- Ensuring customer satisfaction and lasting trust by providing services that meet their requirements.
- Offering the highest quality services that combine an innovative approach with rigorous adherence to information security standards.

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- Increasing the company's competitiveness on the domestic and international market by implementing modern technologies, including those based on AI, combined with maintaining high safety standards.
- Constant technological and organizational development to meet dynamically changing market needs.

We achieve the goals through:

- Implementation and compliance with the requirements of the PN-EN ISO 9001 and PN-EN ISO 27001 standards.
- Timely order fulfilment using modern technologies and responsible information security management.
- Professional service and a comprehensive approach to customer data protection.
- Regular audits to monitor the effectiveness of implemented quality and information security management systems.
- Customer satisfaction monitoring.
- Employee training in quality management, new technologies and data security.
- Taking the company context into account when planning operational activities.
- Strengthening the belief that responsibility for the quality of services is the primary responsibility of every employee.
- Continuous improvement of the services provided and the effectiveness of the Integrated Management System.
- Compliance with applicable legal, regulatory and other requirements.

We believe that a key element of our company's success is the continuous improvement of processes and the development of employee competencies, which enable us not only to meet customer requirements but also to secure their data in accordance with the highest standards. The Quality Policy is a document that evolves with the development of our company, technology and socio-economic requirements. I undertake that, together with my employees, I will promote and apply the Quality Policy, ensuring its validity.

dr inż. Krzysztof Bobran
Przewodniczący Zarządu

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Approved by

President of the Management Board