Quality Policy

Introduction

As a company Dakar is committed to satisfying applicable requirements relating to the quality of its products and services, and the continual improvement of the Quality Management System (QMS).

Quality is the responsibility of all Dakar staff members, and all staff members have been made aware of this policy, so that they may demonstrate the practical application of the key objectives, where appropriate, in their daily duties.

Verification of compliance with this policy will be by a continuous programme of internal and external audits.

Purpose of the Organisation

Dakar provides high quality payroll and HR software. The solutions provided can be Software as a Service (SaaS) or a stand-alone product.

Context of the Organisation

The company is a small to medium sized organisation that employees approximately 30 people at its Malta headquarters and around 10 people at its Pakistan offices.

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QMS Roles and Responsibilities

Senior management are responsible for the overall effectiveness of the QMS and for providing the resources necessary to implement, maintain and improve it. The company will, where appropriate, provide training to help all staff reach the standards required.

The compliance manager (CM) is responsible for maintaining, communicating and monitoring the QMS, and reports regularly to the CEO and COO on its status and effectiveness.

All staff are responsible for the quality of their work.

Quality Objectives

Dakar is committed to setting quality objectives that align with its strategic direction:

1. Monitor and improve business processes.
2. Set targets for improvement.
3. Lower costs.
4. Monitor the services provided by our suppliers.
5. Analyse and act on feedback from clients to continually improve products and services.

Additional objectives for improving quality will be monitored at every Management Review Meeting (MRM). Results of the review will be added to the minutes of the MRM. Objectives will be recorded centrally in the Objective Register found in the IMS Portal, monitoring and improvement section.

Quality Statement

Dakar is committed to providing high quality software products that not only meet the requirements of ISO9001:2015 but also exceed our customers' expectations. We are committed to the continual improvement of our services and proudly adhere to ISO requirements for excellence. In particular, we will seek, record, and analyse the feedback of our clients and use this information to improve our products and services.

We are committed to giving our clients the best possible service, involving them in the planning of their requirements, and giving them opportunities to air any complaints that they may have on the service we provide. To this end we have a complaints policy in place.