

Quality Policy

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Introduction

This **Quality Policy** is established to ensure the consistent delivery of high-quality products and services at Amaze. It aligns with the **ISO 9001:2015** standards and applies to all employees, contractors, and third-party users involved in the development, delivery, and support of Amaze's services and products.

Purpose

The purpose of this policy is to establish a framework for maintaining and improving the quality of products and services provided by Amaze. It aims to ensure compliance with applicable laws, regulations, and contractual obligations while ensuring customer satisfaction through the continuous enhancement of processes, services, and products.

This policy sets clear objectives for quality, defines the responsibilities of employees, contractors, and third-party users in achieving these objectives, and guides decision-making processes within the organization.

Scope

Amaze, a company dedicated to the production of personalized videos, is committed to maintaining the highest standards of quality in its services and operations. This policy applies to all processes, products, and services, including those related to service delivery, customer support, and product development, as well as interactions with suppliers and third-party partners.

Objectives

The primary objectives of this policy are to:

- **Ensure customer satisfaction** by meeting or exceeding customer expectations.
- **Maintain process efficiency** by improving internal procedures and eliminating inefficiencies.
- **Ensure compliance** with relevant quality standards, laws, and regulations.
- **Foster a culture of continuous improvement**, ensuring that all quality-related objectives are reviewed and improved regularly.
- **Meet contractual and regulatory requirements**, such as data protection laws, ISO27001 9001 certifications through effective management of the quality control process.

Quality Organization & Responsibilities

Amaze Management is responsible for demonstrating leadership and commitment to quality. They ensure that the resources needed to implement and maintain the **Integrated Management System (IMS)** are available and that quality policies are reviewed and approved at the appropriate level.

The **Integrated Management System Responsible** (IMS Responsible) is tasked with developing, implementing, and maintaining the IMS. This includes conducting regular audits, establishing corrective actions, and reporting on the effectiveness of quality processes to senior management.

Employees, contractors, and third-party users are responsible for complying with this policy and related procedures, continuously improving their work processes, and reporting any quality issues or areas for improvement.

Quality Measures

Aligned with our commitment to delivering high-quality services and products, Amaze has established a comprehensive set of quality measures, which include:

- **Human Resources:** Ensure that all personnel are trained and equipped with the skills needed to contribute to the company's quality objectives. Regular quality awareness training is provided.

- **Process Management:** All internal processes, including customer support, and service delivery, are regularly reviewed and improved. This includes defining, monitoring, and refining key processes to optimize performance and prevent errors.
- **Supplier and Partner Management:** Establishing clear quality expectations for suppliers and partners to ensure the consistent delivery of high-quality materials and services that meet our quality standards.
- **Customer Feedback:** Collecting and analyzing feedback from customers to understand their needs, measure satisfaction, and identify areas for improvement.
- **Risk Management:** Regularly assessing and mitigating risks to quality, including those related to processes, products, and customer requirements.
- **Change Management:** Implementing a structured process for managing changes to products, services, and processes, ensuring that changes do not compromise quality.
- **Document Control:** Ensuring that all quality-related documents and records are managed properly, are up-to-date, and are readily accessible for reference or audits.

Continuous Improvement

Amaze is committed to the principle of continuous improvement in all quality-related practices. Regular assessments, reviews, and audits are conducted to identify areas of improvement in the QMS. Feedback from audits, customer complaints, and employee suggestions is evaluated systematically to enhance our processes, services, and products. Metrics and performance indicators are monitored to measure the effectiveness of quality controls and identify opportunities for enhancement. This ensures that the QMS remains effective, aligns with the strategic objectives of [Organization], and is responsive to both current and future customer needs.

Compliance

Amaze reserves the right to audit and/or monitor employee activities and information handled through information systems.

All employees are expected to adhere to the Quality Policy and Topic-Specific Policies, and failure to comply will result in appropriate disciplinary measures proportional to the violation committed.

Review

This overview is reviewed and updated annually and as required.

Change Management

Version	Date	Description	Created by	Review by	Approved by
1.0	14/04/2025	Policy Definition	Gabriela Diaz	Federico Roulet	William Wallace