# Azercell

# Azercell company policy on quality management system

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## Objective

The purpose of this Policy is to explain the policies and objectives that are guided by each of the components of the Integrated management system established in Azercell.

**The main purpose of the quality management system (QMS)** is to organize and manage, measure and improve processes in Azercell in accordance with the requirements of the International ISO 9001 standard, our customers and all interested parties, local and international legislation. First of all, written and formalized description of company processes, especially those processes that affect customers, determination of performance criteria, setting of targets for these criteria and measurement of actual performance and improvement of processes according to these measurement results are required. The requirements for the preparation, approval, storage, renewal and cancellation of documents related to the quality system are defined and described in relevant documents and are mandatory for all company personnel. In general, the roles, responsibilities, and authorities for all activities necessary to ensure the services our customers expect from us and to meet the requirements of all stakeholders are defined, agreed and approved and are periodically reviewed and updated.

**The principles we have adopted for the QMS are as follows:** each structural unit of the company is responsible for the activities for which it is responsible within the QMS. It also includes the design, management, and updating of documents. Therefore, each Azercell employee must prepare, update, and cancel the documents which they are responsible for and follow in their work.

The management of the company controls the operation of the QMS and provides the resources required for its regular operation and improvement.