Quality Management System Manual

Nordlicht Digital GmbH

ISO 9001:2015

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1. Quality Policy

Nordlicht Digital GmbH is committed to delivering high-quality software solutions that meet the specific requirements and expect... The company strives to ensure customer satisfaction, timely proje... support while fostering a culture of continuous improvement and professional development. Quality is an integral part of all operations, and all employees are responsible for upholding these standards in their daily activities. The managing director leads the promotion of quality awareness and ensures the quality management system is maintained and continually improved.

2. Quality Objectives

The quality objectives of Nordlicht Digital GmbH are established regularly to ensure alignment with business priorities and custon objectives are:

- Achieve a customer satisfaction rate of at least 90 percent, measured through customer feedback.

- Complete at least 95 percent of projects within the timelines agreed upon with customers.

- Respond to customer support requests within one business day.

- Conduct at least one management review per year.

Achievement against these objectives is monitored during management meetings and the annual management review.

3. Scope of the Quality Management System

The quality management system at Nordlicht Digital GmbH enc____ related to the development, maintenance, and support of custo____ solutions, including project management, software development, te____ customer support. The system covers all activities at the Hamburg location. Activities such as hardware sales, data center operation, and hosting services are not included in the scope.

4. Process Overview

The processes within the quality management system are structure[...] and support processes. Each process is designed to ensure eff[...] employee competence, and continual improvement.

4.1 Leadership Processes

4.1.1 Definition of Company and Quality Objectives

Purpose:
To define clear and measurable objectives that guide the company's business direction and quality focus.

Responsibilities:
The managing director is responsible for setting company-wide and quality-related objectives.

Execution:
Objectives are defined annually by the managing director, based on analysis of business performance indicators and customer feedback received during the previous period. Objectives are communicated to all employees through internal meetings and documentation.

Monitoring:
Progress towards objectives is monitored by the managing director in regular management meetings. The annual management review includes an assessment of performance against objectives.

Improvement:
Where objectives are not met, corrective actions are discussed and initiated during management meetings.

4.1.2 Annual Planning and Review of Objectives

Purpose:
To ensure that objectives remain relevant and achievable and to guide company activities for the coming period.

Responsibilities:
The managing director leads the planning and review process.

Execution:

Annual planning is performed at the beginning of each busine[...]
customer feedback and project outcomes from the prior year. The [...]
the annual management review meeting.

Monitoring:

Progress is reviewed in periodic management meetings and formally documented in the management review.

Interaction:

This process supports core and support processes by ensuring they are aligned with the company's strategic direction.

4.1.3 Management Review

Purpose:

To evaluate the effectiveness of the quality management system and identify opportunities for improvement.

Responsibilities:

The managing director is responsible for organizing and leading the management review.

Execution:

A formal management review is conducted once per year. Inputs include achievement of quality objectives, customer feedback, project performance, and identified issues and improvement actions. Results and agreed actions are documented and shared with relevant employees.

Monitoring:

Follow-up actions are tracked by the managing director in subsequent management meetings.

Improvement:

Identified opportunities and actions are assigned to responsible employees for implementation.

4.2 Core Processes

4.2.1 Software Development

Purpose:

To deliver customized, high-quality web applications and softwa[...] customer requirements.

Responsibilities:

Software developers are responsible for development activities. Project managers coordinate and oversee the process. Quality assurance is performed collaboratively by developers.

Execution:

Development begins with clear requirements established during project initiation. The project manager allocates tasks and manages resources. Code is developed in the company's version control system and reviewed by peers. Functional and acceptance testing are conducted before delivery. The customer reviews and approves the software prior to project completion.

Monitoring:

Project progress and quality are monitored by the project manager through regular team meetings, status tracking in the project management software, and review of key deliverables.

Interaction:

This process is closely linked with project management, customer support (for issue resolution), and IT administration (for development tools and environments).

4.2.2 Project Management

Purpose:

To ensure structured planning, execution, and monitoring of all customer projects.

Responsibilities:

Project managers are responsible for project coordination, communication, and delivery. They report to the managing director.

Execution:

On receipt of a customer inquiry, the project manager reviews requirements, prepares an offer, and initiates the project following order confirmation. Communication with the

customer is maintained throughout the project. Timelines, deliverables, and responsibilities are documented and tracked. Any deviations are co

Monitoring:

Project status is tracked in the project management software. P

regular meetings. Completion rates and adherence to timelines a

quality objectives.

Interaction:

Project management interacts with software development for execution, customer support for post-delivery assistance, and incorporates feedback from management review.

4.2.3 Customer Support

Purpose:

To provide timely and effective support throughout the project lifecycle and during the operational phase.

Responsibilities:

Customer support is provided by qualified developers or support staff, under the oversight of the project manager.

Execution:

Support requests are received via email or defined communication channels. Requests are logged, assessed for priority, and assigned to the appropriate staff member. Response is provided within one business day, aligning with the company's objectives.

Monitoring:

Response times and resolution rates are tracked. Unresolved or recurring issues are escalated to the project manager or managing director.

Interaction:

Customer support feeds back into software development for bug fixes and enhancements and informs management review with customer feedback and identified issues.

4.3 Support Processes

4.3.1 Human Resources

Purpose:

To ensure the company has competent, well-integrated employees to perform its activities effectively.

Responsibilities:

The managing director oversees recruitment and onboarding. E[...]
support onboarding and knowledge sharing.

Execution:

Recruitment is conducted based on business needs. Onboarding [...]
company processes, tools, and role responsibilities, assisted by experienced colleagues.
Employee competence is developed through internal knowledge sharing and on-the-job
training.

Monitoring:

Employee performance and competence are reviewed informally through ongoing
supervision and feedback.

Interaction:

Human resources interact with all departments to address training needs and ensure
adequate staffing.

4.3.2 IT Administration

Purpose:

To maintain reliable operation of critical IT systems necessary for software development
and business operations.

Responsibilities:

Designated employees manage version control systems, project management software,
development environments, and communication tools.

Execution:

IT systems are maintained, updated, and monitored by assigned employees. Issues are
recorded and resolved promptly. Access to systems is managed according to role
requirements.

Monitoring:

IT system performance and availability are monitored through system logs and user
feedback.

Interaction:

IT administration supports all operational processes by ensuring the availability of required
tools and environments.

4.3.3 Document Management

Purpose:

To ensure current and accurate documentation is accessible unintended use.

Responsibilities:

Document owners draft documents. The managing director reviews and approves documents prior to release.

Execution:

Documents are stored in a shared, cloud-based file system. Outdated documents are replaced or archived to prevent unintended use. Only released versions are used for reference in operations.

Monitoring:

The status of documents is periodically reviewed, and obsolete documents are archived or deleted.

Interaction:

Document management underpins all other processes by providing reliable access to required information.

5. Roles and Responsibilities

Managing Director:

- Sets company and quality objectives

- Oversees all processes and the quality management system

- Approves and releases controlled documents

- Leads management review

- Monitors and initiates corrective actions

Project Manager:

- Coordinates project activities

- Communicates with customers

- Oversees project delivery and timeline adherence

- Monitors project outcomes and reports to management

Software Developer:

- Executes development tasks

- Participates in code reviews and internal testing

- Supports customer during and after delivery

Support Staff:

- Handles customer support inquiries

- Escalates issues as required

IT Administrator (assigned role):

- Maintains and supports critical IT systems

Document Owner:

- Drafts and maintains process and technical documentation

Internal Auditor:

- Conducts internal audits (must not audit their own work area)

All Employees:

- Adhere to defined processes and contribute to quality objectives
- Participate in continual improvement activities

6. Document Control Procedure

Purpose:

To ensure documentation is accurate, current, and available to all [...] that obsolete documents do not result in unintended use.

Responsibilities:

Document owners create and maintain documentation. The managing director reviews and approves documents for release. Employees are responsible for using the correct, current versions.

Execution:

Documents are stored in a shared, cloud-based file system. When a new or updated document is prepared, it is submitted to the managing director for review. Upon approval, the document is released and the previous version is archived or deleted to prevent unintended use. Only authorized personnel can modify released documents.

Obsolete documents are archived for reference or deleted as instructed.

Monitoring:

Document status is periodically checked by document owners and management. Users are encouraged to report discrepancies regarding document availability or versioning.

Improvement:

Document control procedures are reviewed annually during the management review and updated as necessary.

7. Internal Audit Procedure

Purpose:
To periodically assess conformity of operations with defined p[...] opportunities for improvement.

Responsibilities:
The managing director plans the audit program. Internal audits are conducted by a qualified employee not directly involved in the area being audited.

Execution:
At least once per year, the managing director selects processes or activities for audit. Auditors review relevant documentation, interview employees, and observe activities as needed. Findings are documented and discussed with the process owner and the managing director.

Nonconformities or opportunities for improvement are recorded. Corrective actions are tracked until completion.

Monitoring:
Audit results are reviewed during management meetings and the management review. Progress on corrective actions is monitored by the managing director.

Improvement:
Feedback from audits is used to enhance processes and, where necessary, update documentation or practices.

8. Management Review Procedure

Purpose:

To evaluate performance of the quality management system, results, and determine actions for improvement.

Responsibilities:

The managing director is responsible for organizing and leading the management review.

Execution:

At least once per year, a management review meeting is held with the following standard agenda:

- Review of quality objectives and their achievement

- Review of customer feedback and satisfaction

- Review of project and service performance

- Discussion of identified issues, nonconformities, and corrective actions

- Consideration of risks and opportunities for improvement

- Agreement on action items and responsibilities

Outputs of the review are documented and distributed as necessary. Actions are assigned to responsible employees and tracked to completion.

Monitoring:

Actions from the management review are monitored by the managing director. Achievement against objectives and action completion are checked at subsequent meetings.

Improvement:

The management review enables adjustment of objectives, improvement of processes, and allocation of resources as required.

9. Continuous Improvement Procedure

Purpose:

To ensure ongoing enhancement of processes, services, and through effective identification and resolution of issues.

Responsibilities:

All employees are encouraged to identify and propose improvements. The managing director oversees the process and makes final decisions on significant changes.

Execution:

Improvement opportunities and nonconformities are identified through customer feedback, internal discussions, project reviews, audits, and day-to-day operations. Suggestions are communicated to the managing director or in team meetings. The managing director assesses the suggestion, discusses feasibility with relevant staff, and decides on implementation.

If an improvement or corrective action is approved, responsibilities and timelines are assigned. Implementation is tracked, and results are monitored for effectiveness.

Monitoring:

Effectiveness of improvements is reviewed in management meetings and during management review.

Improvement:

If an implemented action does not have the desired effect, further analysis and action are undertaken. Lessons learned are shared with the team to promote ongoing learning and development.