

/Quality policy

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ecloudtm

Who We Are and What We Do?.-

We are an innovation and development agency founded in 2010 to meet the needs of cloud-based solutions for startups, businesses, and governments around the world.

We quickly positioned ourselves in the market as regional experts by having specialized teams in high-demand technologies.

We have developed a Quality Management System based on the International Standard ISO 9001:2015, with the aim of identifying and optimizing fundamental processes of our activity to meet the needs of each of our clients and to maintain ourselves in a cycle of continuous improvement. We are certified as a B Corporation to align with our purpose.

Quality Policy.-

The Quality Policy of eCloud is constantly monitored by the company's management. It is aimed at achieving high standards of quality and achieving customer satisfaction through compliance with the requirements defined in each project. We are committed to fulfilling the following objectives:

- Maintain a constant dialogue and exchange with our partners and clients to align ourselves in the best way to their needs.
- Invest in a quality management system in accordance with the ISO 9001:2015 standard, which establishes our way of acting to improve the quality of our service; setting objectives and goals to help optimize processes, using human and economic resources within our reach.
- Ensure efficiency and effectiveness to our partners and clients in incident management and resolution (contingency plans, error and problem management).
- Maintain a philosophy of creativity and innovation by working on continuous improvement, both in technologies and processes, to adapt to an ever-evolving sector, meeting our social, economic, and environmental goals.

- Evaluate economic indicators and measure the environmental and social impact generated by the company's operation.
- Promote and sustain a culture of teamwork, camaraderie, and human values within and outside of eCloud.
- And finally, comply with applicable requirements.

This policy is periodically reviewed to ensure proper alignment with the company's objectives.

A handwritten signature in black ink, appearing to read 'Gaspar Mac', with a long, sweeping horizontal line extending from the bottom of the signature.

Gaspar Mac
Managing Director of eCloud