

Quality Policy

Our commitment

Epcotec has delivered software engineering and applied R&D since 2011, across more than 734 engagements, and clients come back because the work holds up. To keep it that way, we maintain a Quality Management System aligned with **ISO 9001**, so that quality is an operating discipline rather than an aspiration: defined, measured and improved engagement by engagement.

Purpose

The objective of this policy is to consistently deliver superior outputs to clients while continually improving our processes. Quality is not a final inspection. It is embedded in how we scope, build and hand over every engagement.

How we deliver quality

- **Fixed-scope statements of work.** We define scope, outcomes and acceptance criteria before we start, so quality is designed in from the first day.
- **Senior review.** Teams are led by senior engineers who review the work, not just manage it.
- **Automated tests and CI gates.** We test continuously and gate every change behind automated checks before it reaches our clients.
- **Staging from week one.** Working software runs in a staging environment from the first week, so there is something real to inspect early and often.
- **Weekly demos.** We show working progress every week, giving clients a direct, unmediated view of what we are building and a regular chance to steer.
- **30-day aftercare.** After launch we stand behind the work with 30 days of post-launch support, so issues are resolved quickly in real use.
- **Human judgment, AI assistance.** We use AI to work faster and better, but a human owns every merge, every estimate and every client-facing answer. Automation assists; it does not decide.

Client satisfaction

We measure success by our clients' outcomes, not by our own effort. We seek feedback throughout each engagement and act on it. We take **Ownership** of delivery, while our clients own their code and IP, and we treat every engagement with **Care**, for our clients, their users and our own people.

Continuous improvement

We review our delivery, tooling and processes regularly and act on what we learn. **Excellence** here means holding ourselves to the highest engineering standard even when no one is watching, and with **Integrity** it means being honest about what works and what does not. When something is wrong we would rather hear it early, and we hold ourselves and our clients to that same expectation.

Governance

Through our resources, systems, communication and training, our people and other interested parties gain a sound understanding of this policy and our quality management system. This policy is established, implemented and maintained by senior management, who confirm that it is appropriate to the purpose and context of Epcotec and supports our strategic direction and risk profile.

Approved: Eugene Pivnev, Founder & Managing Director, Epcotec

Version 1.2, 2 October 2026