

A P P R O V E D

Executive Director

CYBER DIIA PLATFORM

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QUALITY POLICY
CYBER DIIA PLATFORM (CDP)

CDP's Quality Policy is designed to earn and sustain the unwavering trust of our clients and customers. We are dedicated to cultivating and maintaining productive relationships with all stakeholders.

Our efforts at CDP are focused on fulfilling the organization's charter. Specifically, we are committed to:

- Enhancing and promoting competencies in digital sustainability, cyber security, and information security.
- Establishing and offering coordinated support for a research network, which includes setting up a central research hub and a web portal for knowledge accumulation, integration, and the sharing of best practices.
- Providing informational and analytical resources for innovative projects, gathering pertinent data, and crafting proposals for research collaboration and the formation of research and technology consortia.
- Spearheading, promoting, and managing financing programs for innovative projects, including overseeing the competitive selection process for proposals.
- Championing the global introduction of Ukrainian technological innovations, products, services, and processes, ensuring their seamless integration into the digital marketplace.
- Elevating the digital proficiency of the public, nurturing a culture of secure online conduct, and fostering essential competencies that align with cyber security objectives.

To fulfill our commitments effectively, CDP ensures the following:

- Consistently enhancing our reputation both domestically and internationally, by aligning our services with the needs and expectations of our clients.
- Delivering services that meet established quality benchmarks.
- Holistically addressing current client needs and proactively anticipating future ones.
- Solidifying our organizational stance and continually broadening our footprint across Ukrainian regions.
- Adapting our policies to the evolving demands of our clientele.
- Streamlining the management of our service delivery processes.
- Cultivating and expanding our base of loyal clients.

Key strategies to elevate both the quantity and caliber of our services include:

- Charting our strategic direction, objectives, and initiatives with an in-depth appreciation of the organizational context.
- Centering all team activities around our clients' interests.
- Prioritizing the expertise of our staff — their continuous development is paramount to our service quality and organizational growth.
- Ensuring timely service delivery.
- Enhancing cost-efficiency in our services and boosting productivity by leveraging optimized processes.
- Actively monitoring and analyzing client satisfaction levels.
- Fostering a vibrant organizational culture that unlocks each employee's potential, nurtures their skills, and heightens their sense of responsibility.
- Bolstering collaborations with all stakeholders, such as users and contractors, to formulate forward-looking programs that heighten service competitiveness.
- Elevating our workplace standards while championing environmental sustainability.

The organization's management conducts ongoing reviews to ensure our service quality management system aligns with the ISO 9001:2015 standard, reinforcing its efficacy. We are steadfast in adhering to both international and national legislative mandates.

CDP's Leadership is devoted to upholding our Quality Policy. We pledge not to endorse decisions that undermine this policy and are committed to transparently sharing quality-related activity outcomes with our team.