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Policy – Commitment to Quality and Information Security

At IPKO Telecommunications LLC, top management, the ISO team, and all employees are committed to leadership in quality, information security, and the delivery of reliable communication and network solutions.

To support this commitment, an Integrated Management System (IMS), based on ISO 9001:2015 and ISO/IEC 27001:2022, has been established to ensure effective management of processes, planning, implementation, monitoring, and continuous improvement. The IMS aligns with IPKO's strategic direction and complies with applicable legal and regulatory requirements.

Through the IMS framework, IPKO shall:

- Regularly assess and improve the IMS (QMS & ISMS) to ensure alignment with the business environment;
- Meet customer expectations by delivering innovative, compliant, high-quality, and reliable products and services;
- Develop employees by providing the necessary knowledge, tools, and skills for continuous professional growth and conformity with certified standards;
- Use data and performance analysis to support decision-making and strategic direction;
- Strengthen supplier partnerships to enhance overall capabilities;
- Ensure that policies, manuals, and procedures are clear, consistent, and aligned with company commitments;
- Monitor performance indicators and continuously improve customer satisfaction and service quality;
- Promote awareness among employees regarding their role in achieving customer satisfaction;
- Ensure effective internal and external communication;
- Encourage teamwork, problem-solving, and preventive action across the organization, empowering employees as quality ambassadors;
- Provide equal opportunities and ensure fair and non-discriminatory practices in recruitment, promotion, and professional development;
- Integrate the IMS into daily operations and organizational culture as a long-term commitment to quality, continuous improvement, and customer satisfaction;
- Commit to continual improvement and strive to meet and exceed customer expectations;
- Ensure regular management review of the IMS to maintain its effectiveness;
- Protect the confidentiality, integrity, and availability of information through strong information security and data protection practices;
- Comply with applicable legal, regulatory, and contractual requirements;
- Strengthen information security and business continuity to enhance organizational resilience.



Top management ensures that this policy:

- Is appropriate to the purpose and context of the organization;
- Includes a commitment to continual improvement and compliance with the requirements of IMS (QMS and ISMS);
- Provides a framework for setting and reviewing objectives;
- Is communicated, understood, and applied throughout the organization;
- Is periodically reviewed for continued suitability and effectiveness.