



CREATIVE INFORMATION TECHNOLOGY, INC.

# ISO-9001:2015

## Quality Management System



### Scope Statement

The management for the provision of IT solutions and services for government agencies and commercial clients.

### About Us

Established in 1996, headquartered in Falls Church, Virginia, and have offices located throughout the United States, Europe, South Asia, and Canada. CITI is a diverse organization filled with talented IT and certified business professionals.

We are ISO 9001:2015, ISO 20000-1:2018, ISO 27001:2022 and CMMI-DEV Maturity Level 5 certified. As a Microsoft Gold Partner, we specialize in the creative use of agile methods and emerging technologies.

### CITI Quality Policy

- Enhance customer satisfaction and loyalty by meeting and exceeding their requirements.
- Produce and deliver high quality products and services, on time, and at competitive rates.
- Continually review and evolve our quality management system to improve operational efficiency.

### Our Mission for QMS Implementation

- Manage end-to-end business operations to serve our customers by providing quality services within scope, time and budget; and be considered as a preferred Information Technology solutions provider.
- Transformation from services to products.
- Win new customers for all business verticals - ensuring steady increase in revenue, while nurturing customer relationships.

### Key Strategic Vision for QMS Success

- One vision across the entire organization.
- Synergy within products to generate more revenue with existing or new customers.
- Establish and follow a standard business operations and development process.
- Streamline current processes and establish a document library/ repository specific to each business unit.
- Continuous process improvement for greater efficiencies.



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