

Beleidsdocument

Strategic Quality Policy v1.0.0

Referentie: QM27052025

Auteurs: Steven Bronsveld, Wouter Damen

Datum: 2 June 2025

Versie: v1.0.0

Documentinformatie

Versiebeheer

Versie	Datum	Auteur	Review	Verwerking
v1.0.0	2 June 2025	Steven Bronsveld	Wouter Damen,	First approved version

1 Table of Contents

1	Table of Contents.....	3
2	Summary	4
3	Introduction.....	5
4	Terms and Definitions.....	5
5	The Scope and Context	6
6	Quality Policy.....	8
7	Management System Processes.....	8
8	Documentation & Records.....	11
9	Management & Leadership.....	11
10	Resources.....	15
11	Operation.....	18
12	Improvement.....	24
13	Appendix A: ISO 9001:2015 Cross Reference.....	26
14	Appendix B: The policy pyramid.....	28
15	Approval.....	29

2 Summary

Bronscore B.V. uses a Quality Management System based on ISO 9001:2015 to deliver high-quality SaaS products and consultancy services. The system supports customer satisfaction, security, and continuous improvement across all processes. Key practices include agile development, incident tracking, and structured feedback. Risks are managed proactively, and improvements are driven by regular evaluations. This policy is based on the [Oxebridge Free ISO 9001:2015 Template Kit](#) and is reviewed periodically.

3 Introduction

This policy establishes the scope and framework of our Quality Management System (QMS), detailing processes that ensure product and service quality, clarifying organizational roles and responsibilities, and demonstrating our commitment to fulfilling customer requirements and driving continual improvement. It applies to all activities related to the development, maintenance, and delivery of Bronscore's products and services and is integrated into daily operations to remain practical and effective.

Bronscore B.V. is a specialized software company focused on delivering high-quality SaaS products and consultancy services to clients in the education, subsidy, and manufacturing sectors. With a small agile team we emphasise customer satisfaction, operational excellence and fostering customer independence through user-friendly and reliable software solutions.

The content of this policy is loosely adapted from the Oxebridge Free ISO 9001:2015 QMS Documentation Template Kit. It is maintained as a living document subject to periodic review within our continuous improvement cycle. This policy is not aligned with the clause numbering scheme of ISO 9001; instead, Appendix A provides a cross-reference table that shows where, in the manual, each ISO 9001 requirement is addressed.

4 Terms and Definitions

Bronscore B.V. adopts the following terms and definitions within its Quality Management System. Where no definition is provided, the company typically adopts the definitions provided in ISO 9000:2015: Quality Management – Fundamentals and Vocabulary.

General terms

Documents (Documenten) – Information required to be controlled and maintained by the organization and the medium on which it is contained. Documents may include procedures, manuals, work instructions, policies, or any other type of controlled information used to operate or support the quality management system.

Records (Registraties) – A specific type of documented information that provides evidence of results achieved or activities performed. Examples include test reports, meeting minutes, audit findings, completed checklists, and inspection logs.

Nonconforming Product Terminology

Repair – Corrective actions taken to fix defects or bugs in the codebase without changing the original intended functionality, such as debugging, refactoring code for clarity, or updating tests.

Rework – Modifications that change the software's original design or features to fix problems, which may include adding new functionality, changing workflows, or patching security issues beyond the initial scope.

Scrap – The decision to discard a software feature, module, or deliverable because it is no longer viable, relevant, or maintainable—often resulting in its removal from the product backlog or cancellation of planned releases.

5 The Scope and Context

5.1 Determining Our Strategic Direction

Bronscore B.V. is a specialized software company delivering high-quality web applications and SaaS platforms – including the Growth Portal and High-5 – for clients in the education, subsidy, and manufacturing sectors. Our mission is to support the digital transformation of complex business processes through secure, user-friendly software solutions. As a small, agile team, we combine iterative development cycles with close customer collaboration to maintain high levels of quality, adaptability, and client satisfaction.

To define and direct the scope of our Quality Management System (QMS), we have analysed relevant internal and external factors. These include our reliance on modern cloud infrastructure (e.g. Azure, GitHub, DigitalOcean), the use of continuous integration and deployment (CI/CD), the presence of relatively inexperienced team members in part-time roles, and external risks such as supply chain vulnerabilities and changing regulatory requirements. The outcomes of this contextual analysis are reviewed as part of ongoing risk management and management review activities.

We have also identified the needs and expectations of key interested parties:

- **Customers** expect Bronscore B.V. to deliver dependable, high-quality software, fulfil service level agreements (SLAs), and ensure data confidentiality, availability, and integrity.
- **End users** rely on intuitive, stable, and secure platforms that protect their privacy and enable reliable daily use.
- **Employees**, including junior developers, expect secure and well-maintained systems, clear guidance on expectations and responsibilities, and a supportive working environment.
- **Top Management** requires policies and procedures that are effective, executable, and aligned with our strategic objectives.
- **Regulatory bodies and third parties** expect legal and contractual compliance, particularly regarding personal data protection and service security.

These inputs shape our strategic direction and serve as a foundation for our QMS. They

are documented and reviewed periodically to ensure continued relevance in a dynamic technological and operational landscape.

5.2 Scope of the Management System

The Quality Management System (QMS) of Bronscore B.V. applies to all activities, processes, products, and services provided by the organization. This includes the development, maintenance, delivery, and support of our software products as well as the consultancy services offered to clients in the education, compliance, and manufacturing sectors.

The scope encompasses the entire organization, including all departments, employees, locations, and technology platforms under the control of Bronscore B.V. No parts of the organization or its activities are excluded from the QMS.

This scope has been defined with consideration of the organization's context, the expectations of relevant interested parties, and our commitment to continuously meet customer requirements and improve the effectiveness of our QMS. The system is designed to be fully integrated with our daily operations and aligned with the requirements of ISO 9001:2015.

6 Quality Policy

At Bronscode B.V., we build software that people can rely on. As a small team with an academic background, we use a structured and thoughtful approach to create SaaS applications that are clear, secure, and useful in practice.

We care about doing things well, learning from feedback, and steadily improving how we work. We want our customers to feel that we understand their needs — and that we deliver something that genuinely helps them move forward.

To support this, we commit to:

- Delivering quality software and services that meet customer and legal requirements;
- Looking for improvements in our work, processes, and communication;
- Thinking carefully about what we build and how we build it;
- Working together to make sure quality is part of everyday work.

This policy guides how we set and review our quality objectives. It's regularly reviewed and shared with our team, customers, and partners.

Concrete steps we take to apply this policy can be found in our [Employee handbook](#) (most notably the End-to-end Manifesto) and our [Bronscode quality checklist](#).

7 Management System Processes

7.1 Process Identification

Bronscode B.V. has adopted a process-based approach to its management system. By identifying and actively managing the company's key processes, the risk of discovering nonconforming products or services during final stages or after delivery is significantly reduced. Instead, potential nonconformities and risks are identified and addressed in real time within the relevant processes.

We define top-level processes for Bronscode B.V. All work on these processes are tracked via a time tracking tool. We further identify two classes of processes: operational processes and support processes:

Operational processes:

These are value-creating activities that directly serve customers, including software development and support under service agreements. These processes are customer-driven and vary per engagement.

1. **Inputs and outputs:** Defined per project in customer contracts and project documentation.

2. **Sequence and interaction:** Aligned with agile workflows and sprint cycles, coordinated via project boards.
3. **Criteria and methods for control:** Managed through time tracking, sprint reviews, test results, and SLA metrics.
4. **Responsibilities:** Owned by the COO and executed by the project teams.
5. **Risks and opportunities:** Identified and reviewed in sprint retrospectives and risk analyses.
6. **Improvement:** Actionable feedback and metrics are reviewed during management reviews and customer evaluations.

Examples:

- Feature development for the Q-highschool.
- Work that falls under the SLA of the Q-highschool.
- Work done to improve the Growth Portal.

Support Processes:

These processes enable the operational processes and ensure strategic alignment and organizational continuity. They include business development, sales, policy, and HR.

1. **Inputs and outputs:** Defined by strategic goals, HR needs, legal requirements, and business objectives.
2. **Sequence and interaction:** Coordinated with operational processes via planning and sprint meetings.
3. **Criteria and methods for control:** Evaluated via internal reviews, planning cycles, and leadership oversight.
4. **Responsibilities:** Owned by the CEO and delegated to relevant staff or support partners.
5. **Risks and opportunities:** Evaluated during strategy sessions and monthly quality/security meetings.
6. **Improvement:** Lessons learned are incorporated into updates of policies, onboarding, and procedures.

Processes:

- Business development and management
- Sales and networking
- Policy management
- HR and onboarding
- Infrastructure

Each process has defined responsibilities, applicable controls, and is evaluated for

performance and improvement as part of Bronscode's management reviews and quality cycles. Sequence and interaction of processes are monitored via sprint boards and issue tracking systems. This ensures alignment with strategic goals and compliance with customer, legal, and ISO 9001 requirements.

The concrete implementation of these processes can be found in the Employee handbook (under the Time Tracking Guide) and the Recurring meetings procedure.

7.2 Process Controls & Objectives

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one "metric" or key performance indicator (KPI) which is then measured to determine the process' ability to meet the quality objective.

Throughout the year, metrics data is measured and gathered by process owners, in order to present the data to Top Management. The data is then analysed by Top Management so that Top Management may set goals and make adjustments for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined in the meeting notes of the Management meetings, per section 8.8.

Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

Concrete quality objectives for each process are defined in the meeting notes of management meetings and reviewed during management reviews. These objectives are measurable, aligned with the quality policy, and tracked via metrics documented in project dashboards or meeting records. Each objective has a corresponding target and is assigned to a responsible process owner. When objectives are not met, corrective actions are discussed during retrospectives or planning cycles and documented for follow-up.

8 Documentation & Records

Bronscore B.V. maintains documented information necessary for the effectiveness of its quality management system, in accordance with ISO 9001:2015. This includes both documentation (e.g. policies, procedures, manuals) and records (evidence of performed activities and results).

The extent of documented information is determined based on:

- the size and structure of Bronscore B.V.,
- the complexity and interaction of its processes,
- associated risks and opportunities, and
- the competence of personnel.

Documented information is managed to ensure:

- it is available and suitable for use where and when it is needed,
- it is adequately protected against loss of confidentiality, improper use, or loss of integrity.

Controls for the creation, approval, revision, storage, retrieval, retention, and disposal of documented information – including that provided by external parties – are described in the TSP Data Backup and Document Control Policy. These controls ensure that:

- employees have access to current and approved documentation,
- obsolete documents are promptly removed or appropriately marked,
- records that demonstrate conformity to requirements and the effective operation of the management system are retained for defined periods.

Retention periods for documents and records are defined in the TSP Data Backup and Document Control Policy and are based on regulatory, contractual, or operational requirements. External documents – such as customer specifications, laws and regulations, and standards – are version-controlled using Zoho Workdrive and reviewed before being referenced in internal work. Obsolete versions are archived with clear version labelling to avoid accidental use.

9 Management & Leadership

9.1 Management Leadership and Commitment

Top management of Bronscore B.V. provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:

- a. taking accountability of the effectiveness of the management system;
- b. ensuring that the Quality Policy and quality objectives are established for the management system and are compatible with the strategic direction and the context of the organization;
- c. ensuring that the Quality Policy is communicated, understood and applied within the organization;
- d. ensuring the integration of the management system requirements into the organization's other business processes, as deemed appropriate (see note);
- e. promoting awareness of the process approach;
- f. ensuring that the resources needed for the management system are available;
- g. communicating the importance of effective quality management and of conforming to the management system requirements;
- h. ensuring that the management system achieves its intended results;
- i. engaging, directing and supporting persons to contribute to the effectiveness of the management system;
- j. promoting continual improvement;
- k. supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

9.2 Customer Focus

Top management of Bronscore B.V. adopts a customer-first approach which ensures that customer needs and expectations are determined, converted into requirements and are met with the aim of enhancing customer satisfaction.

This is accomplished by assuring:

- a. customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b. the risks and opportunities that can affect conformity of our services and the ability to enhance customer satisfaction are determined and addressed;
- c. the focus on enhancing customer satisfaction is maintained.

9.3 Quality Policy

Top management has developed the Quality Policy, defined in section 6 above, that governs day-to-day operations to ensure quality.

The Quality Policy is released as multiple standalone documents as well, and is communicated and implemented throughout the organization.

9.4 Organizational Roles Responsibilities & Authorities

Top management has assigned responsibilities and authorities for all relevant roles in the company.

The Top Management accepts responsibility and authority for:

- a. ensuring that the management system conforms to applicable standards;
- b. ensuring that the processes are delivering their intended outputs;
- c. reporting on the performance of the management system;
- d. providing opportunities for improvement for the management system;
- e. ensuring the promotion of customer focus throughout the organization;
- f. ensuring that the integrity of the management system is maintained when changes are planned and implemented.

Division of these responsibilities between members of Top Management is recorded in the minutes of the Management Meetings.

Further roles and responsibilities for employees are recorded in their employment contracts.

9.5 Internal Communication

Top management of Bronscore B.V. ensures internal communication takes place regarding the effectiveness of the management system. Internal communication methods include:

- a. use of corrective and preventive action processes to report nonconformities or suggestions for improvement
- b. use of the results of analysis of data
- c. meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS
- d. use of the results of the internal audit process
- e. regular company meetings with all employees
- f. internal emails
- g. memos to employees
- h. Bronscore's "open door" policy which allows any employee access to Top Management for discussions on improving the quality system

9.6 Change Management

When Bronscore B.V. determines the need for changes to the management system or its processes, these changes planned, implemented, and then verified for effectiveness; see the document TSP Change management Policy.

Documents are changed in accordance with TSP Data Backup and Document Control Policy.

9.7 Risks and Opportunities

Bronscore B.V. identifies and addresses risks and opportunities to ensure that its

management system can achieve intended results, enhance beneficial outcomes, prevent undesired effects, and drive continual improvement.

Risks and opportunities are identified during strategic planning, sprint reviews, incident evaluations, customer feedback, and the “Context of the Organization” assessment. Risks are defined as potential negative effects of uncertainty; opportunities are potential positive effects.

When risks or opportunities are identified, Bronscode B.V. takes proportionate actions based on the likelihood and impact of their occurrence. These actions are integrated into regular processes, such as product development, project planning, SLA execution, onboarding, and quality/security reviews.

Examples of such actions include:

- Updating procedures following incidents or customer complaints.
- Adjusting sprint planning to address capacity or quality risks.
- Scheduling additional testing to reduce delivery risks.
- Seizing a new market opportunity through targeted sales actions.

The effectiveness of actions is reviewed during retrospectives and management reviews. Not all risks require formal documentation, but significant risks and opportunities are captured in planning tools (e.g. sprint boards, meeting notes, or internal issue trackers).

Where information security is relevant (e.g. customer data, software integrity), the actions also align with ISO/IEC 27001:2022 controls, especially in the areas of asset management, secure development, and access control.

9.8 Management Review

Top Management at Bronscode B.V. conducts management reviews at planned intervals—at least once per year—to ensure the continuing suitability, adequacy, and effectiveness of the management system. These reviews provide a strategic opportunity to assess performance and alignment with company goals, compliance obligations, and customer expectations.

Each review includes:

- The status of actions from previous management reviews.
- Changes in external and internal issues relevant to the management system.
- Information on the performance and effectiveness of the management system, including:
 - Customer satisfaction and feedback.
 - The extent to which quality objectives have been met.

- Process performance and service conformity.
- Nonconformities and corrective actions.
- Monitoring and measurement results.
- Audit results.
- The performance of external providers.
- The adequacy of resources.
- Risks and opportunities.
- Opportunities for improvement.
- The need for changes to the management system, Quality Policy, or quality objectives.

Outputs of the management review include decisions and actions related to:

- Improvements to the management system and its processes.
- Resource needs.
- Changes to strategic direction or quality objectives.

These reviews are led by the CEO and attended by relevant management, such as the COO, security officer, and product owners, depending on the topics discussed. Records of management reviews—including agendas, decisions, and action items—are maintained to provide evidence of compliance and continual improvement.

10 Resources

10.1 Provision of Resources

Bronscode B.V. determines and provides the resources needed:

- a. to implement and maintain the management system and continually improve its effectiveness
- b. to enhance customer satisfaction by meeting customer requirements

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Resources and resource allocation are assessed during management reviews.

10.2 Human Resources

Top management ensures that it provides sufficient staffing for the effective operation of the management system, as well its identified processes.

Employees performing work affecting product quality are competent based on appropriate education, training, skills and experience. The procedure for hiring competent personnel is described in our [Recruitment & Hiring Procedure](#). The onboarding procedure

is described in our Onboarding procedure.

Training and subsequent communication ensure that staff are aware of:

- a. the quality policy;
- b. relevant quality objectives;
- c. their contribution to the effectiveness of the management system, including the benefits of improved performance;
- d. the implications of not conforming with the management system requirements.

Competence is evaluated through onboarding progress reviews, feedback in retrospectives, and performance assessments during one-on-one meetings. Bronscore B.V. maintains records of employee competence in the HR-document of the employee. If gaps in competence are identified, they are addressed through internal coaching, targeted assignments, or external training opportunities. These actions are coordinated by Top management and reviewed during management review sessions.

10.3 Infrastructure

Bronscore B.V. determines, provides, and maintains the infrastructure necessary to ensure the conformity of its products and services. This includes:

- **Office Space and Facilities:**
Bronscore B.V. operates from an office located at Radboud University, within the Mercator Launch startup hub. The office is furnished with sustainable furniture sourced from Radboud's internal recycling shop. Workstations are ergonomically designed to support both focused and collaborative software development activities.
- **IT Infrastructure and Development Tools:**
The company uses modern hardware tailored for development work including multi-screen workstations. Software development is supported by GitHub for version control and code collaboration, with extensive use of GitHub Issues, Actions, CI/CD pipelines and Projects.
- **Cloud Infrastructure and File Management:**
Applications and services are hosted on secure and scalable platforms including DigitalOcean and Microsoft Azure. Zoho Workdrive is used for structured document storage, versioning, and secure file sharing across teams.
- **Communication and Collaboration Tools:**
Discord is used as the primary internal communication tool, enabling real-time coordination via channels for teams and projects. This supports both text and voice communication, ensuring efficient collaboration in a hybrid work setting.
- **Maintenance and Evaluation:**
Infrastructure is periodically evaluated for adequacy and effectiveness. Upgrades

and changes are made as needed to support the company's strategic goals and to ensure uninterrupted service delivery. This is tracked under the infra project in Toggl.

10.4 Work Environment

Bronscore B.V. provides and maintains an environment that supports effective process operation and promotes team productivity and well-being. This environment includes:

- **Physical Environment:**
The company maintains a clean, well-lit, and quiet office environment at Radboud University. Shared facilities, such as meeting rooms and co-working spaces within Mercator Launch, are used for team collaboration, workshops, and client meetings.
- **Digital Collaboration Environment:**
Development and project work are organized digitally. GitHub is used extensively for source code, issues, documentation, and deployments. Zoho Workdrive supports internal documentation, file storage, and structured access control. Discord facilitates real-time team communication. Time tracking and task management are handled via Toggl and sprint boards.
- **Social and Cultural Environment:**
As a member of the Mercator Launch community, Bronscore B.V. participates in various community events including summer barbecues, Christmas gatherings, and knowledge-sharing sessions. These initiatives create a supportive and enjoyable team culture.

Bronscore B.V. continuously evaluates whether the environment is suitable to ensure employee well-being and to support quality, innovation, and effectiveness in operations.

10.5 Organizational Knowledge

Bronscore B.V. also determines the knowledge necessary for the operation of its processes and to achieve conformity of our products and services. This may include knowledge and information obtained from:

- a. internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;
- b. external sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

This knowledge shall be maintained, and made available to the extent necessary.

When addressing changing needs and trends, Bronscore B.V. shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

11 Operation

11.1 Operational Planning and Control

Bronscore B.V. plans and develops the processes needed for adequate software development and maintenance. Planning of project realisation is consistent with the requirements of the other processes of the management system. Such planning considers the information related to the context of the organization (see section 4.0 above), current resources and capabilities, as well as project specific requirements.

To ensure consistent and effective delivery, Bronscore B.V. incorporates OTAP (Development, Testing, Acceptance, Production) principles in its project planning. These stages are used to structure the deployment pipeline and manage software quality throughout the delivery lifecycle. Projects are expected to define clear criteria for each stage and incorporate them into their planning from the outset. This approach reduces risks associated with unvalidated changes, improves traceability, and supports reproducibility across environments.

Changes to operational processes are done in accordance with the document TSP Change management Policy.

11.2 Customer-Related Activities

During the intake of new project, Bronscore B.V. captures:

- a. requirements specified by the customer, including the requirements for delivery and post-delivery (service and maintenance) activities;
- b. requirements not stated by the customer but necessary for specified or intended use, where known
- c. statutory and regulatory requirements related to the development of software such as the GDPR
- d. any additional requirements determined by Bronscore B.V. such as outlined in our Quality Policy.

Once requirements are captured, Bronscore B.V. reviews the requirements prior to its commitment to supply the requested services. This review ensures that:

- a. project requirements are defined,
- b. contract or order requirements differing from those previously expressed are resolved,
- c. the organization has the ability to meet the defined requirements, and/or the claims for the service it offers, and
- d. risks have been identified and considered.

These activities are part of the quote process and outlined in the Offerte template.

11.3 Customer Communication

Bronscore B.V. has implemented effective communication with clients in relation to:

- a. providing information relating to the (agile) development process;
- b. the commitment we require from the clients for the succesful development or implementation of software;
- c. handling enquiries, contracts or orders, including changes;
- d. obtaining customer feedback relating to our services, including customer complaints;
- e. how clients should contact us;
- f. handling or controlling customer property;
- g. establishing specific requirements for contingency actions, when relevant.

11.4 Design and Development

11.4.1 General

Bronscore B.V. manages the design and development of SaaS products and consultancy services using an agile and iterative process. This process is structured around the DTAP (OTAP) model – **Development (Ontwikkeling)**, **Testing (Test)**, **Acceptance (Acceptatie)**, and **Production (Productie)** – to ensure quality, control, and customer focus throughout the development lifecycle.

11.4.2 Design and development planning

Design and development activities are planned during agile events such as sprint planning and backlog refinement. Responsibilities, resources, timing, and interfaces between team members are defined and adjusted as needed. Planning is closely tied to the Development (Ontwikkeling) stage, where initial features and concepts are explored and implemented.

11.4.3 Design and development inputs

Inputs include customer requirements, legal and regulatory obligations, internal standards, and user feedback. These are collected through client interaction, workshops, and quality reviews and documented in issue trackers and project documentation. Inputs inform the work done in both the **Development (Ontwikkeling)** and **Testing (Test)** stages.

11.4.4 Design and development controls

Design activities are controlled through peer reviews, automated testing, code reviews, and validation sessions. Agile ceremonies such as sprint reviews and retrospectives also function as quality gates. The **Testing (Test)** environment is used to verify functionality,

security, performance, and compliance before involving customers.

11.4.5 Design and development outputs

Outputs consist of working software, APIs, documentation, reports, and consultancy deliverables. These are validated against the original inputs and must meet usability and support requirements. The **Acceptance (Acceptatie)** stage allows stakeholders to test and approve deliverables before they are released.

11.4.6 Design and development changes

All changes during the design process are tracked via version control systems such as GitHub and undergo peer review. Changes are evaluated for impact and tested before release. Approved changes are moved to the **Production (Productie)** environment, ensuring controlled and traceable deployment.

This structured yet agile approach ensures that Bronscore B.V. delivers high-quality, customer-focused solutions while remaining adaptable to changing requirements and continuous improvement.

11.5 Purchasing

Bronscore B.V. makes limited use of externally provided products and services, primarily relying on trusted vendors for cloud infrastructure (e.g., DigitalOcean, Azure) and SaaS tools (e.g., GitHub, Zoho Workdrive, Discord) that support the delivery and maintenance of its software and consultancy services.

Although minimal, these purchases are important to the continuity and quality of our operations. Therefore, Bronscore B.V. ensures that externally provided products and services conform to specified requirements. The level of control applied is based on the potential impact of the product or service on the quality of our own deliverables.

Vendors are selected based on functionality, reliability, reputation, and security posture. Evaluation may include trial periods, technical assessments, and alignment with privacy and security expectations (including ISO 27001 compatibility, where applicable). Re-evaluation is performed periodically or when issues arise.

Purchases are recorded via formal subscriptions or contracts that describe the scope of the product or service. Verification of conformity is conducted through usage monitoring, feedback from the team, and evaluation against intended purpose. In the case of recurring issues, vendors may be replaced or corrective action may be requested where feasible.

11.6 Provision of Software versions

11.6.1 Control of Provision of Software versions

To control its provision of software versions, Bronscode B.V. considers, as applicable, the following:

- a. the availability of documents or records that define the characteristics of the software as well as the results to be achieved;
- b. the availability and use of suitable monitoring and measuring resources;
- c. the implementation of monitoring and measurement activities;
- d. the use of suitable infrastructure and environment;
- e. the appointment of competent persons, including any required qualifications;
- f. the implementation of actions to prevent human error;
- g. the implementation of release, delivery and post-delivery activities.

At this time, Bronscode B.V. does not utilize any in-house "special processes" where the result of the process cannot be verified by subsequent monitoring or measurement.

11.6.2 Identification and Traceability

Where appropriate, Bronscode B.V. identifies its software or other critical process outputs by suitable means. Such identification includes the status of the applications with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all applications shall be considered conforming and suitable for use.

11.6.3 Property Belonging to Third Parties

Bronscode B.V. exercises care with customer or supplier property while it is under the organization's control or being used by the organization. Upon receipt, such property is identified, verified, protected and safeguarded. If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer or supplier and records maintained.

For customer intellectual property, including customer furnished data used for design, production and / or inspection, this is identified by customer and maintained and preserved to prevent accidental loss, damage or inappropriate use.

11.6.4 Preservation

Bronscode B.V. ensures the preservation of software products and consultancy deliverables during development, delivery, and post-delivery use. This includes the management of digital assets, source code, documentation, configurations, and other outputs to maintain their integrity, security, and usability.

Preservation measures include:

- **Identification:** Use of GitHub and internal systems for version control and issue tracking.
- **Handling:** Controlled development workflows, code review processes, and access management.
- **Storage:** Secure cloud platforms (e.g., Zoho Workdrive, GitHub, Azure, DigitalOcean), with regular backups and restricted access.
- **Protection:** Encryption, authentication mechanisms, and access controls to prevent unauthorized changes or loss.

These preservation measures apply to both software products and consultancy outputs, and are embedded in Bronscode's standard operating procedures and toolchains.

11.6.5 Post-Delivery Activities

Bronscore B.V. ensures that appropriate post-delivery activities are performed to meet customer requirements and maintain product and service quality. These activities vary depending on the nature of the delivered solution (e.g., SaaS, consultancy) and customer agreements.

Post-delivery activities include:

- **Support and Maintenance:** Ongoing support is provided according to service level agreements (SLAs), including response and resolution times.
- **Updates and Improvements:** Regular software updates are released to address bugs, security issues, and user feedback. These are managed via structured development cycles.
- **Data Retention and Backup:** Backup procedures are in place for customer data, aligned with contractual and legal requirements.
- **Customer Feedback:** Feedback is collected and reviewed during sprint retrospectives and support interactions to drive continuous improvement.
- **Issue Resolution:** Incidents and bugs are tracked and handled using internal ticketing systems, with escalation procedures where needed.

The scope and detail of post-delivery actions are defined by customer agreements, regulatory compliance obligations, and internal risk assessments. See also the [TSP Ticket management](#).

11.6.6 Process Change Control

Bronscore B.V. reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

Process change management is defined in the document [TSP Change management Policy](#).

11.7 Measurement and Release of Software versions

Bronscode B.V. ensures that products and services are not released to customers until all planned activities have been completed and the resulting outputs meet defined acceptance criteria.

For SaaS products and consultancy services, this includes:

- **Code Reviews and Testing:** All code changes undergo peer review, automated testing, and functional testing before deployment.
- **Validation with the Customer:** For deliverables such as custom features or consultancy outputs, validation with the customer is performed to ensure expectations and requirements are met.
- **Approval for Release:** Final approval for production deployment or customer delivery is given by the product owner or project lead, based on sprint outcomes, test results, and customer input.
- **Documentation:** Release notes, user documentation, and relevant technical details are prepared and communicated as needed.

Records of these verification and approval activities (e.g. GitHub pull request reviews, test logs, customer acceptance messages) are retained to demonstrate conformity with requirements. See also the [TSP Change management policy](#) and the [Release procedure](#).

11.8 Control of Nonconforming Outputs

Bronscode B.V. ensures that any products or services that do not conform to specified requirements are identified and controlled to prevent unintended use or delivery.

In the context of software development and consultancy, this includes:

- **Identification and Segregation:** Nonconforming software (e.g., bugs, failed features) is tracked in the issue tracking system and flagged appropriately to prevent release or deployment.
- **Evaluation and Disposition:** Each non-conformance is evaluated to determine whether it can be corrected, reworked, accepted with concession, or must be rejected.
- **Corrective Actions:** When necessary, actions are taken to eliminate the cause of the non-conformance and prevent recurrence, documented through the incident or corrective action system.
- **Communication:** Relevant stakeholders, including customers when applicable, are informed of nonconforming outputs and their resolution status.

- **Records:** Documentation of nonconformities, decisions, and corrective actions is maintained to ensure traceability and continual improvement.

This control ensures that only conforming products and services reach the customer, maintaining the quality and reliability of Bronscore B.V.'s offerings.

12 Improvement

12.1 General

Bronscore B.V. uses the management system to improve its processes, products and services. Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible. Improvement activities are guided by the methods outlined in the TSP Continual Improvement, Internal Audits and Review Policy.

Improvement shall be driven by an analysis of data related to:

1. customer feedback and satisfaction data;
2. incident and bug reports from the ticketing system;
3. sprint retrospectives and internal evaluations;
4. audit results and nonconformities;
5. performance metrics of products and processes;
6. results from security and quality days;
7. SLA compliance and service delivery metrics.

The results of analysis shall be used to evaluate:

- a. conformity of services;
- b. the degree of customer satisfaction;
- c. the performance and effectiveness of the management system;
- d. the effectiveness of planning;
- e. the effectiveness of actions taken to address risks and opportunities;
- f. the performance of external providers;
- g. other improvements to the management system.

12.2 Customer Satisfaction

As one of the measurements of the performance of the management system, Bronscore B.V. monitors information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information include:

- reviewing and categorizing customer feedback submitted via email, calls, or ticketing system;
- analysis of incident and bug reports, especially recurring issues;

- results from service reviews and feedback meetings with clients;
- feedback gathered during sprint reviews or delivery moments;
- distribution and evaluation of customer satisfaction surveys;
- informal feedback gathered by account managers or product owners.

The corrective and preventive action system shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations, and assess the effectiveness of the results.

12.3 Internal Audit

Bronscore B.V. conducts internal audits at planned intervals to determine whether the management system conforms to contractual and regulatory requirements, to the requirements of ISO 9001, and to management system requirements. Audits also seek to ensure that the management system has been effectively implemented and is maintained.

Internal audits are planned at least once per year and may be scheduled more frequently depending on the risk level and strategic importance of the process being audited. Audit planning takes into account previous audit results, customer feedback, and identified nonconformities. To ensure objectivity and impartiality, we aim to involve external parties to check our internal audits. The scope, criteria, and results of audits are documented in accordance with the TSP Continual Improvement, Internal Audits and Review Policy, and follow-up actions are tracked until closure.

12.4 Corrective and Preventive Action

Bronscore B.V. takes corrective action to eliminate the cause of nonconformity in order to prevent *recurrence*. Likewise, the company takes preventive action to eliminate the causes of potential nonconformities in order to prevent their *occurrence*.

13 Appendix A: ISO 9001:2015 Cross Reference

ISO 9001:2015 Clause	Section in Manual
4.0 Context of the Organization (all)	
4.1 Understanding the Organization & Its Context	4.1 Determining Our Strategic Direction
4.2 Understanding the needs & expectations of interested parties	4.1 Determining Our Strategic Direction
4.3 Determining the scope of the QMS	4.2 Scope of the Management System
4.4 Management system and its processes	6.0 Management System Processes
5.0 Leadership	
5.1 Leadership & Commitment	8.1 Management Leadership and Commitment
5.1.1 General	8.1 Management Leadership and Commitment
5.1.2 Customer focus	8.2 Customer Focus
5.2 Policy	5.0 Quality Policy 8.3 Quality Policy
5.3 Organizational Roles Responsibilities and Authorities	8.4 Organizational Roles and Responsibilities and Authorities
6.0 Planning	
6.1 Actions to address risks and opportunities	8.7 Risks and Opportunities
6.2 Quality objectives and planning to achieve them	6.2 Process Controls & Objectives
6.3 Planning of changes	8.6 Change Management
7.0 Support	
7.1 Resources	
7.1.1 General	9.1 Provision of Resources
7.1.2 People	9.2 Human Resources
7.1.3 Infrastructure	9.3 Infrastructure
7.1.4 Environment for the operation of processes	9.4 Work Environment
7.1.5 Monitoring and measuring resources	9.3 Infrastructure
7.1.6 Organizational knowledge	9.5 Organizational Knowledge
7.2 Competence	9.2 Human Resources
7.3 Awareness	9.2 Human Resources
7.4 Communication	8.5 Internal Communication
7.5 Documented information	7.0 Documentation & Records
8.0 Operation	
8.1 Operational planning and control	10.1 Operational Planning and Control
8.2 Requirements for products and services	
8.2.1 Customer communication	10.3 Customer Communication
8.2.2 Determining the requirements related to products & services	10.2 Customer Related Activities
8.2.3 Review of requirements related to products & services	10.2 Customer Related Activities
8.2.4 Changes to requirements for products and services	10.2 Customer Related Activities
8.3 Design and development of products and services	10.4 Design and Development
8.4 Control of externally provided processes, products & services	10.5 Purchasing
8.5 Production and service provision	
8.5.1 Control of production and service provision	10.6.1 Control of Provision of Software versions
8.5.2 Identification and traceability	10.6.2 Identification and Traceability

8.5.3 Property belonging to customers or external providers	10.6.3 Property Belonging to Third Parties
8.5.4 Preservation	10.6.4 Preservation
8.5.5 Post-delivery activities	10.6.5 Post-Delivery Activities
8.5.6 Control of changes	10.6.6 Process Change Control
8.6 Release of products and services	10.7 Measurement and Release of Software versions
8.7 Control of nonconforming outputs	10.8 Control of Nonconforming Outputs
9.0 Performance evaluation	
9.1 Monitoring, measurement, analysis and evaluation	
9.1.1 General	11.1 Improvement: General
9.1.2 Customer satisfaction	11.2 Customer Satisfaction
9.1.3 Analysis and evaluation	11.1 Improvement: General
9.2 Internal audit	11.3 Internal Audit
9.3 Management review	8.8 Management Review
10.0 Improvement	
10.1 General	11.1 Improvement: General
10.2 Nonconformity and corrective action	11.4 Corrective and Preventive Action
10.3 Continual improvement	11.1 Improvement: General

14 Appendix B: The policy pyramid

The policy pyramid of our organization comprises three levels: strategic policy, thematic policy, and operational procedures.

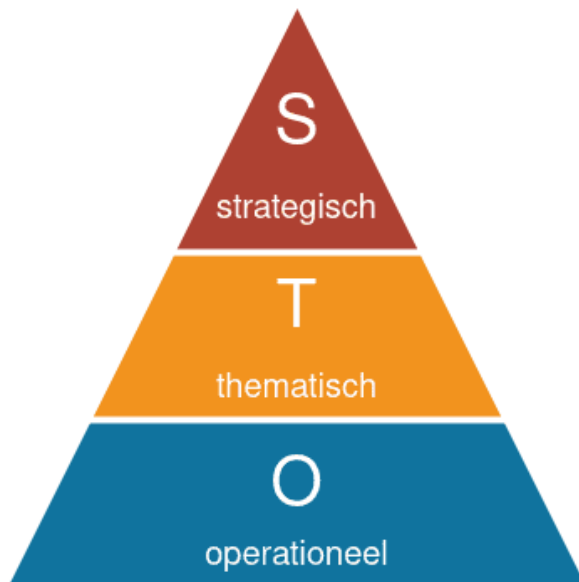


Figure 1: Policy Pyramid Bronscore B.V.

Strategic Policy

At the first level, the strategic policy is described (this document). This level defines the long-term strategy and compliance with laws, regulations and norms (such as ISO 9001 and GDPR).

Topic-Specific Policies (Thema specifiek beleid)

At the second level, the thematic policy is described: the *what*. This level translates the strategic information security policy into concrete guidelines and processes that the company can implement. It focuses (per theme) on how the strategic objectives are applied within the organization, with attention to risks, access, software development, and incident management.

Operational Procedures

At the third level, the operational procedures are described: the *how*. This level represents daily practice where the tactical policy is executed. It includes concrete work processes, technical implementation, and controls to ensure that the guidelines are effectively followed.

15 Approval

This policy is hereby approved.

Nijmegen, 2 June 2025.

Steven Bronsveld
General Director

Wouter Damen
Operational Director