

	<b>QUALITY OBJECTIVES</b>	<b>ADFIN/QMS/DOC/02</b>
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## QUALITY OBJECTIVES

### 1. Purpose

The purpose of these Quality Objectives is to support the implementation of ADFINANCE RWANDA LTD's Quality Policy and to ensure continual improvement of the Quality Management System (QMS) in accordance with ISO 9001:2015 requirements. These objectives are measurable, monitored, and aligned with the organization's strategic direction.

### 2. Scope

These Quality Objectives apply to all activities related to the design, development, implementation, support, and maintenance of IT and digital financial solutions provided by ADFINANCE RWANDA LTD.

### 3. Quality Objectives

#### 1. Revenue Growth

Increase total organizational revenue by at least 10% by 31 December 2026, compared to the 2025 financial year, through optimized service delivery and strategic client acquisition.

#### 2. Customer Satisfaction

Achieve and maintain an overall customer satisfaction score of 90%, as measured through customer satisfaction surveys and a 95% SLA compliance for all support requests by 31 Dec 2026, monitored quarterly.

#### 3. Service Reliability and Quality

Maintain a system availability rate of  $\geq 99\%$  during agreed working hours for all delivered systems, and reduce reported software bugs by 20% by 2026 to be measured quarterly using incident logs and system performance reports.

#### 4. Process Efficiency

Improve operational efficiency by achieving a 10% year-on-year reduction in internal non-conformities and process errors by 31<sup>st</sup> December 2026

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### 5. Organizational Competence

Operationalize the HR Management structure by 31 December 2026, achieving at least an 80% score on the Internal HR Compliance Audit and ensuring that 90% of staff meet their defined competency requirements as verified through annual performance reviews.

### 4. Monitoring and Review

- ◆ Quality Objectives shall be monitored through management reviews, internal audits, customer feedback, and performance reports.
- ◆ Progress against targets shall be monitored quarterly and reviewed formally during Management Review Meetings.
- ◆ Corrective actions shall be initiated where objectives are not met, in accordance with the QMS procedures.

### 5. Communication

These Quality Objectives shall be communicated to all employees and relevant stakeholders and shall be made available as documented information within the Quality Management System.

### Approved by:

MUGABONAKE Olivier  
Chief Executive Officer  
ADFINANCE RWANDA LTD




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