

Quality Policy

Last Updated: 2 April 2025

1. Overview

At Niricson Software Inc., quality is central to how we design, develop, and deliver our solutions.

We are committed to maintaining the highest standards of accuracy, reliability, and operational excellence across all our products and services — including AUTOSPEX®, our proprietary digital inspection and condition assessment platform.

Our quality philosophy is built on three pillars:

Integrity of data. Reliability of insights. Consistency of execution.

2. Purpose

This policy defines Niricson’s commitment to delivering consistent, high-quality outcomes that meet or exceed client expectations while complying with industry regulations and contractual requirements.

It guides our teams in maintaining continuous improvement, innovation, and accountability throughout our software development, inspection, and analysis workflows.

3. Scope

This policy applies to:

All Niricson employees, contractors, and partners.

All business processes, including software design, data collection, analysis, reporting, and client engagement.

All technology solutions and services provided through AUTOSPEX® and related applications.

4. Our Commitment to Quality

Niricson is committed to:

Client Satisfaction: Understanding client needs and delivering results that are accurate, actionable, and timely.

Operational Excellence: Maintaining consistent procedures and controls that ensure reliability in data and system performance.

Regulatory Compliance: Adhering to applicable standards, codes, and laws related to privacy, cybersecurity, and data integrity.

Continuous Improvement: Regularly reviewing performance, identifying opportunities for enhancement, and integrating client feedback.

Innovation: Advancing digital inspection methods to increase accuracy and efficiency across infrastructure asset management.

5. Quality Management Framework

Our quality management practices are integrated across our technology and operational processes through:

Standardized Procedures: Documented workflows governing data capture, processing, and validation.

Technical Excellence: Adherence to secure software development and engineering standards (SDLC).

Verification and Validation: Rigorous testing, review, and calibration of inspection and analytical outputs.

Compliance Oversight: Periodic internal audits and management reviews to ensure consistency with policy objectives.

Employee Training: Ongoing development programs to promote awareness of quality, data integrity, and client service standards.

6. Data Accuracy and Reliability

Because Niricson's work directly supports critical infrastructure decision-making, maintaining data accuracy is paramount.

We ensure:

Automated and manual quality checks are performed before reporting.

Change Detection and Comparison Mode within AUTOSPEX® are used to validate asset condition trends with precision.

Reports and deliverables reflect verified, traceable information derived from controlled data sources.

7. Continuous Improvement

Niricson's quality management approach emphasizes proactive improvement rather than reactive correction.

We continuously enhance our systems and processes by:

Reviewing performance metrics and client feedback.

Implementing findings from internal audits and project evaluations.

Benchmarking practices against industry standards and emerging technologies.

Applying lessons learned from past projects to strengthen future outcomes.

8. Roles and Responsibilities

Executive Leadership: Define quality objectives and ensure adequate resources for implementation.

Department Heads: Oversee adherence to quality standards and report performance metrics.

All Employees: Take personal accountability for quality in their work and follow documented procedures.

Quality and Compliance Teams: Conduct reviews, audits, and training to uphold company-wide standards.

9. Integration with Other Policies

Quality at Niricson is supported by a unified policy ecosystem that includes:

Information and Data Protection Policy (DPP.001.000)

Acceptable Use Policy

Technical Support & Service Level Policy

Together, these ensure that quality is reinforced through secure, ethical, and consistent operations.

10. Review and Governance

This policy is reviewed annually or as required by operational or regulatory changes.

Quality objectives and performance indicators are evaluated regularly to ensure continued alignment with Niricson's mission and client expectations.

11. Contact

For questions about Niricson's Quality Policy or to provide feedback, please contact:

 info@niricson.com