

Quality Management

Quality policy

1 Objective

The quality assurance policy enables a link to be established between NRB's overall strategy and the quality management system (QMS).

2 Scope of application

The QMS system enables NRB to coordinate, measure, and improve all of NRB's processes and activities, in order to achieve the expected quality level for our services and optimise our operating efficiency.

3 Commitment

NRB undertakes to meet the requirements of ISO 9001 by basing its QMS on a process-based approach.

Compliance with processes enable NRB to guarantee that it will meet its customers' expectations, while improving its level of competitiveness and profitability.

On an overall basis, our quality assurance policy consists in:

- Making every effort at every stage of the process, in order to provide high-quality work;
- Implementing a process control and measurement systems such as quality control (for developments and projects) and internal and external audits, etc., in order to determine opportunities for improvement;
- Implementing a risk-based approach as part of the processes, in order to prioritise improvement actions;
- Granting the process owners a mandate, in order to enable them to roll out, apply, and improve their processes on an ongoing basis;
- Promoting the ongoing improvement and efficiency of our processes;
- Making the customer the focal point of our day-to-day concerns.

4 The guiding principles

More specifically, and based on the four priorities of our strategic approach, the aim is to:

In the case of the CUSTOMER priority:

- Satisfy our current and future customers by making sure that we meet their needs, their expectations, and their requirements.

In the case of the SERVICE PORTFOLIO priority:

- Stand out from our competitors by improving our approach to the security of information systems, and obtaining and maintaining ISO 27001 certification;

- Improve the definition of our service catalogue, and introduce new services, in order to meet the market's requirements as closely as possible.

In the case of the DELIVERY priority:

- Improve the performance of the processes;
- improve the quality of the services provided;
- Apply the improvement principal at every level of the company;

In the case of the EMPLOYEE priority:

- Involve all of the employees in the corporate strategy, and in achieving our goals;
- Increase the staff's expertise.

5 The Balanced Score Card

The Balance Score Card enables NRB's strategy and the quality assurance policy to be conveyed as tangible and measurable targets on an annual basis.

The BSC is communicated to the entire staff via the intranet.

The status of these targets is monitored by Management on a regular basis.

6 Organisation

NRB has established 3 lines of defense:

The first line of defense is responsible for providing products and services to the organization's customers. It includes support functions. The first line of defense is responsible for identifying risks that could hinder it from achieving its business objectives and for managing these risks. It is also responsible for implementing appropriate controls to maintain these risks at an acceptable level.

The second line of defense encompasses activities that support the risk management functions of the first line. Additionally, it can provide support to the first line as experts in risk identification and management. It is responsible for enterprise risk management (ERM) and the implementation of certain risk-based controls. This is carried out by the QRM department at NRB.

The third line of defense is internal audit. It provides assurance to management and the Audit and Risk Committee on the adequacy and effectiveness of governance and risk management. He shares his findings with a view to continuous improvement.