

Quality Policy: Kemp + Flowmon

Progress (Kemp + Flowmon) will consistently provide products and services that meet or exceed the requirements and expectations of our customers. Progress (Kemp + Flowmon) will actively pursue continual improvement of QUALITY through programs that enable each employee to do their job right the first time and every time.

Kemp Mission: Optimize and secure on premises and cloud workloads with intelligent load balancing, web application firewall and authentication services.

Flowmon mission: Streamline network and security operations and improve issue resolution time with expansive network performance monitoring, detection and response automation.

The Progress (Kemp + Flowmon) teams are committed to every customer relationship and experience.

This is achieved by:

- Establishing a Quality Management System (QMS) which provides a framework for performance evaluation and continually improving our systems, processes and people.
- Ensuring our products and services meet or exceed the expectations of our customers through robust innovative development and delivery processes, embedding quality at every stage.
- Monitoring customer feedback and acting to continually improve the customer experience.
- Ensuring that all our stakeholders are aware of their QMS responsibilities and that they implement, enhance and adhere to our systems and processes.
- Meeting all applicable customer, statutory and regulatory requirements.

At Progress (Kemp + Flowmon) we are committed to QUALITY, and EVERYONE is responsible for applying this policy in line with our shared values.

Document Information:

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