



## DIMO Software, publisher & integrator

Le groupe DIMO Software is a publisher and integrator of management software

The business plan of the DIMO Software group is to be one of the **leaders** in its business activities. The group wants to differentiate itself from its competitors by targeting **the excellence of its products and services**. The expertise of the DIMO Software group is its interpersonal skills; its main objectives: customer satisfaction and profitable growth of its turnover.

By choosing us, our customers acquire structural solutions for their daily activity. They are attentive to the **longevity** of the DIMO Software group. We are therefore legitimately demanding as to the software and services provided and attentive to our methods and internal rules.

These requirements, together with a highly competitive environment, encourage the DIMO Software group along the path of **continuous improvement**, in three directions, which are the guidelines of the Group's quality policy.

### 1 Ensure complete and long-lasting customer satisfaction based on innovation

- ◆ Be attentive so as to offer solutions tailored to the needs of the market
- ◆ Design and develop **reliable** and **innovative** solutions
- ◆ Follow our commitments from the pre-sales stage, through project implementation to validation of customer satisfaction
- ◆ Provide support: resolve problems encountered when using the software as soon as possible.



## 2 Propose a model of responsible development and growth

- ◆ Have common processes that everyone appropriates and uses
- ◆ Increase **productivity**
- ◆ Improve the setting in which we work while respecting the environment
- ◆ Expand our sales in France and throughout the world
- ◆ Maintain an ISO 27001 approach to guarantee the security of information



## 3 Ensure better cohesion to maximize performance and profitability

- ◆ Support our employees as they increase their skills through training tailored to their needs
- ◆ Enhance the sense of belonging to the DIMO Software group: involve all employees in the Vision 2017 and Quality initiatives (ISO 9001 and 27001)
- ◆ Maintain team spirit
- ◆ Refine our approach to recruitment



**All employees DIMO Software and myself are committed to make every effort to reach these goals,**

Guillaume MULLIEZ, CEO DIMO Software  
On January 25th, 2013