



CREATIVE INFORMATION TECHNOLOGY, INC.

ISO-9001:2015

Quality Management System



Scope Statement

The management for the provision of IT solutions and services for government agencies and commercial clients.

CITI Quality Policy

- Enhance customer satisfaction and loyalty by meeting and exceeding their requirements.
- Produce and deliver high quality products and services, on time, and at competitive rates.
- Continually review and evolve our quality management system to improve operational efficiency.

Our Mission for QMS Implementation

- Manage end-to-end business operations to serve our customers by providing quality services within scope, time and budget; and be considered as a preferred Information Technology solutions provider.
- Transformation from services to products.
- Win new customers for all business verticals - ensuring steady increase in revenue, while nurturing customer relationships.

Key Strategic Vision for QMS Success

- One vision across the entire organization.
- Synergy within products to generate more revenue with existing or new customers.
- Establish and follow a standard business operations and development process.
- Streamline current processes and establish a document library/ repository specific to each business unit.
- Continuous process improvement for greater efficiencies.

About Us



Established in 1996, headquartered in Falls Church, Virginia, and have offices located throughout the United States, Europe, South Asia, and Canada. CITI is a diverse organization filled with talented IT and certified business professionals.

We are ISO 9001:2015, ISO 20000-1:2011, ISO 27001:2013 and CMMI-DEV Maturity Level 5 certified. As a Microsoft Gold Partner, we specialize in the creative use of agile methods and emerging technologies.



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