

# Quality Policy

## IT Directorate

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At the heart of the Malta Tourism Authority's digital transformation, the IT Directorate stands as a driving force of excellence, resilience, and innovation.

Guided by the highest standards of quality and accountability, we are dedicated to delivering secure, reliable, and cutting-edge IT services that empower the MTA to lead with confidence in an increasingly digital world.

### Our Pledge to Excellence:

The MTA IT Directorate is unwavering in its commitment to:

- **Deliver Excellence:** Provide secure, innovative, and resilient IT solutions that exceed the expectations of our users, partners, and stakeholders—every time, without compromise.
- **Proactively Manage Risk & Opportunity:** Anticipate and act on evolving risks and opportunities, ensuring service continuity and safeguarding our mission-critical infrastructure.
- **Empower People:** Invest in our team—ensuring each professional is not only skilled but inspired to drive our digital agenda forward with passion and purpose.
- **Champion Continuous Improvement:** Relentlessly challenge the status quo by using data-driven insights, stakeholder feedback, and lessons learned to raise our standards and outcomes.
- **Set the Bar Higher:** Establish clear, ambitious, and measurable quality objectives—and exceed them. Track our progress, hold ourselves accountable, and celebrate our successes.
- **Lead Through Governance:** Operate a robust, responsive, and future-ready Quality Management System (QMS) aligned with ISO 9001:2015 and evolving best practices, ensuring we stay ahead of regulatory and operational expectations.

### Building a Resilient & Sustainable Future:

Beyond excellence today, we are shaping a sustainable tomorrow. The IT Directorate will:

- Integrate energy efficiency and sustainability principles into our operations and technology investments.
- Drive responsible procurement and resource optimization that aligns with Malta's and MTA's sustainability goals.
- Future-proof our systems, processes, and capabilities—ensuring the MTA remains resilient against evolving digital threats and ready to seize new opportunities.



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