



1. GLC Development Manifesto

Green Lemon Company's mission is to provide intelligent, user-enabling and effective software solutions to the ERP community. We believe that smart software design, development and deployment makes the world a better place for us all.

1.1. Objective

We have developed this manifesto to govern our;

- *engagement methodology and requirements capture/analysis*
- *design and iterative development processes*
- *quality assurance management*
- *third part collaboration, and;*
- *user experience and user engagement*

1.2. Declaration

(a) Customers

Our customers are as much part of our 'family' as ourselves and will be given open opportunity to benefit from our discoveries, successes, knowledge and innovation

(b) Contribution

We will openly decline projects that are beyond our capabilities likewise where we cannot deliver significant value for our customers and stakeholders

(c) Investment

All projects within our scope are opportunities to invest in new methods, skills, technologies and disciplines for the benefit of our staff and customers

(d) Research and Development

We will invest in R&D in those areas that impact our development efforts and where such R&D directly benefits all stakeholders, internally and externally

(e) Quality

Whilst profitability is important we value Quality more, our development activities will be managed in an environment of Continuous and Never-Ending Improvement

(f) Communication

Recognising that collaboration depends on excellent communication we will make communication flexible, frequent, relevant, valued and engaging

(g) Suppliers

Our suppliers are not costs they are intrinsic team members who allow us to deliver world-class solutions and will be treated as part of the GLC family

(h) **Responsibility**

We will not be involved directly or indirectly in providing services to projects we consider immoral, profiteering or that breach human rights