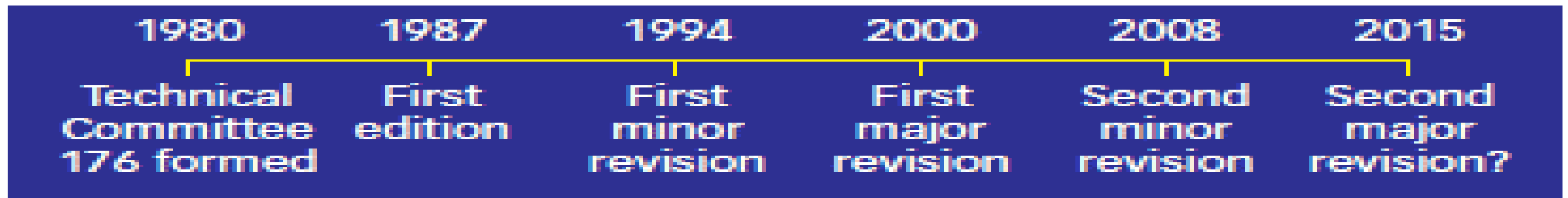


A large red rounded rectangle with a white border, containing the title text in white. The background of the slide is a blurred image of people in a meeting, with one person's hand holding a pen over a document with a bar chart.

QMS – QUALITY MANAGEMENT AWARENESS TRAINING

- ❖ ISO stands for = International Organization for Standardization.
- ❖ Head Office is at Geneva.
- ❖ ISO 9001 - rolled out in 1994 as Quality Management Standard, latest version of the same is released in 2015.
- ❖ Generic in Nature in order to cater the need of all types of industries.

ISO 9001 timeline / FIGURE 1



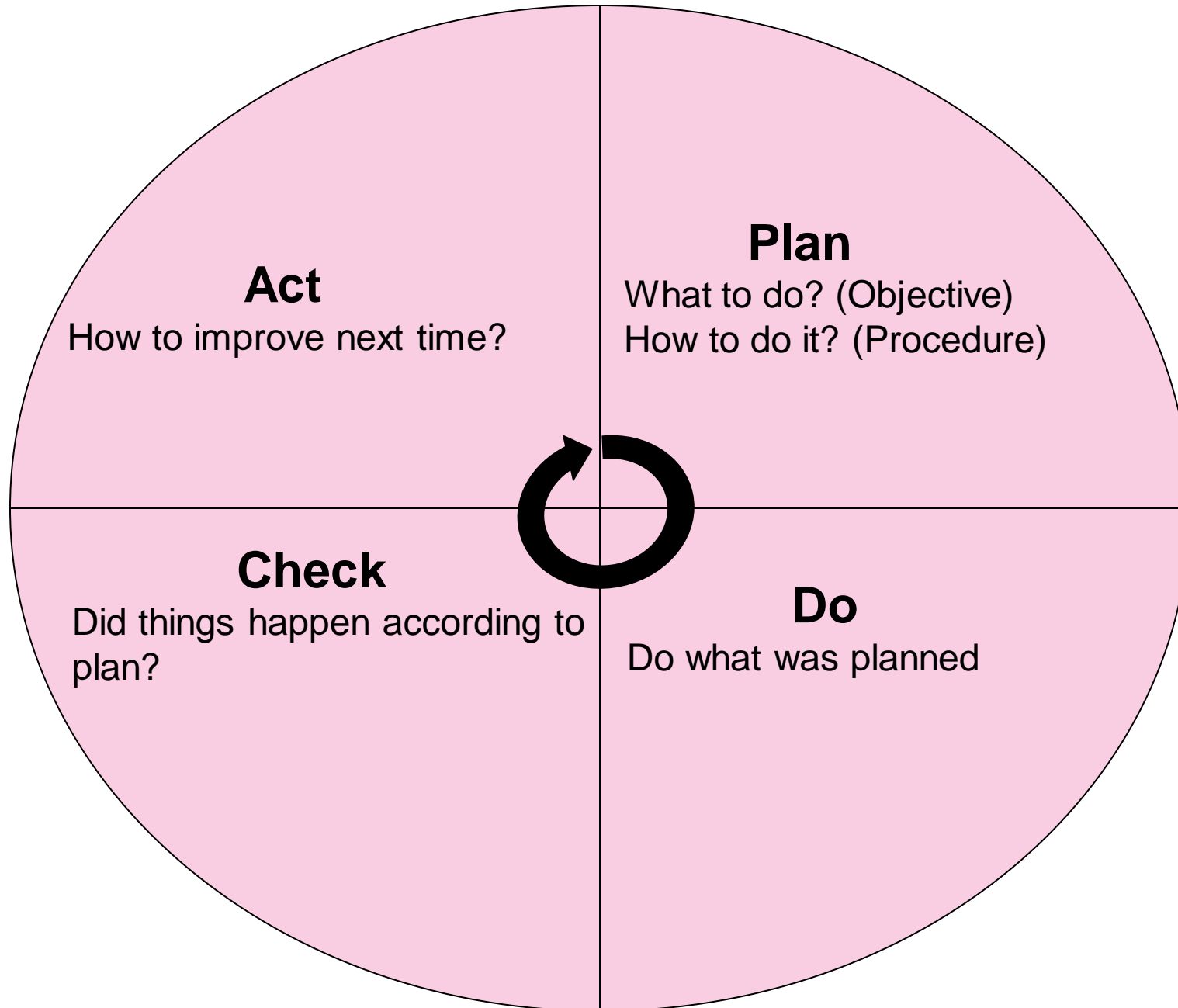


QMS stands for “Quality Management System”.

Purpose of its implementation is to consistently provide products and services that meets **customer** and applicable **statutory** and **regulatory** requirements.

Aims to enhance **customer satisfaction** through the effective application of the system, including processes for improvement of the system and the assurance of conformity to **customer** and **applicable statutory** and **regulatory** requirements.

Organization that implements QMS gets ISO 9001:2015 certification.



QMS is designed on following 7 management principles

- ❖ Customer Focus
- ❖ Leadership
- ❖ Engagement of People
- ❖ Process Approach
- ❖ Improvement
- ❖ Evidence based Decision making
- ❖ Relationship Management

- ❖ DBSL is certified for ISO 9001:2015 since year 2016 by the certifying body which is a part of the Ministry of Electronics and Information Technology, Government of India.
- ❖ We have 4 level document structure (Manual, SOP, Work Instructions & Formats).
- ❖ All our latest documents are available on My Space Portal, link below:
<https://myspace.datamaticsbpm.com/datamatics/login.aspx>
- ❖ Internal audit is conducted twice a year by Internal Auditors Team.
- ❖ External audit is conducted once in a year by Certifying Body.
- ❖ For any queries w.r.t. QMS write mail to compliance@datamaticsbpm.com.



We shall provide our customers reliable, efficient, error-free services to their total satisfaction, on or before time, as required by them and as specified by the Statutory & Regulatory Authorities.

We believe in doing the things right first time, every time in every aspect of our business.

We believe that contemporary information technology, well-documented systems and procedures, continuous process audit coupled with empowered employees accomplishes excellence in work.

We shall create an environment in which every employee can contribute his skills, talents and ideas towards a continuous process of learning and improvement.



The Mission Statement of our organization

We bring state-of-the-art technology and process innovation to all our customer engagements. We are committed to building a great organization, driven by empowerment, integrity, reliability and commitment to excellence.

- ❖ To be a market driven organization, to achieve the stated mission.
- ❖ To strive for continuous improvement by customer oriented approach and through effective implementation of quality management system in all areas of work.
- ❖ To aim to achieve a regular growth in number of accounts handled.
- ❖ To achieve the service standard, in process cycle time as per client requirement, to deliver error free service.
- ❖ To arrange training for the employees to enhance their knowledge and to increase efficiency, and to keep attrition within limit, and to ensure Employee Satisfaction ESAT.
- ❖ To deliver quality service to customers to enhance customer satisfaction (CSAT) and customer complaint resolution.
- ❖ To conduct internal audit and review meeting to conform to QMS requirements.

We should,

- ❖ Know and understand our Quality Policy.
- ❖ Complete QMS awareness program once in every six months.
- ❖ Track and monitor our process objectives.
- ❖ Understand and mitigate risks in our business processes.
- ❖ Periodically review and always refer latest SOPs/ Documents.
- ❖ Ensure correction and corrective actions implemented for NCs/observation raised during audits.



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THANK YOU

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