Product Quality Assurance and Control Policy

Dataco Global

Purpose
This policy outlines the framework for Product Quality Assurance (QA) and Control (QC) at Dataco Global, ensuring consistent delivery of high-quality data management products and services to the upstream oil & gas industry.

Scope
This policy applies to all Dataco Global employees, contractors, and third-party vendors involved in product development, data management, service delivery, and support functions globally.

Policy Principles

1. Quality Objectives

- Achieve a customer satisfaction rate exceeding 95% as measured by post-delivery surveys on a quarterly basis.
- Ensure that 99.5% of data management deliverables meet all documented client requirements and industry standards.
- Maintain a service defect rate below 0.3% per annum across all product lines.

2. Roles & Responsibilities

- Every employee is responsible for product quality within their role.
- The quality assurance team will conduct monthly internal audits covering at least 80% of active projects.
- Department heads must ensure 100% of new team members receive QA/QC training within 30 days of joining.

3. Quality Assurance Process

- Adhere to ISO 9001:2015 or equivalent standards in all process documentation and audit trails.
- Establish and update documented standard operating procedures (SOPs) for all core workflows annually.
- Implement design and code reviews for 100% of custom software/data solutions prior to deployment.

4. Quality Control Measures

- Enforce dual-verification for data migration, archiving, and restoration projects, with at least 2 independent specialists reviewing every deliverable.
- Conduct random sampling of at least 10% of deliverables per batch for additional QC checks.
- All defects or non-conformities must be logged within 24 hours and corrective action initiated within 3 business days.

5. Continuous Improvement

- Review and analyze all quality-related incidents quarterly to identify root causes and define process improvements.
- Achieve a year-over-year reduction in recurring quality issues of at least 10%.
- Implement suggestions from Customer Feedback Forums with a target of addressing at least 80% within the following quarter.

6. Documentation and Traceability

- Maintain complete and traceable records for 100% of data management actions affecting client data or deliverables.
- Retain QA & QC records for no less than 5 years.

7. Compliance & Audit

- Conduct comprehensive annual quality audits covering all operational departments.
- Audit findings with a risk score higher than 7/10 require action plans with deadlines not exceeding 60 days.
- Non-compliance to this policy may result in disciplinary action up to and including termination.

Review & Updates
This policy will be reviewed bi-annually and updated as needed to reflect regulatory changes, industry best practices, and company objectives.

> **Note:** This policy has been generated specially for the hackathon. It has no relation with Syngenta or any other company.