OPD_Quality Policy

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1.0 /Oct 2000	Sumitra Seshan	Creation of Base Document	MD			
2.0 /Mar 2002	Sumitra Seshan	Revised Content	MD			
3.0 /Nov 2003	Sumitra Seshan	Revised the quality policy to reflect our product development activity as our focus area	MD			
4.0 /Mar 2005	Sumitra Seshan	Changes to the quality system section	MD			
4.1/Nov, 2008	5G PG Team	Adopted new naming conventions, Added sections on engineering documents etc,	COO	Nov 15, 2008	Nov 30, 2008	Nov 30, 2008
5.0/Apr, 2012	5G PG Team	Introduction of Z-Squad	COO	Apr, 2012	Apr, 2012	Apr, 2012

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1. Quality Statement

1.1 Quality Policy

"We shall design, develop and deliver software products that create significant business value to our customers.

In doing so, we shall follow established standard company practices at all times to eliminate, wherever possible, wastage of our resources and time.

We shall always strive to achieve:

- Earlier than the committed time of delivery of the products;
- Zero External Defects at the time of delivery of the Generally Available version of the product.

We shall constantly measure our performance against established metrics and continuously improve the Quality Systems of our company".

1.2 Quality Culture

The following shall be the quality culture of 5G.

- To always maintain a collaborative rather than an adversarial relationship with clients;
- To always recognize quality as achieving user acceptability within the committed time rather than conformance to technical specifications;
- To always communicate frankly and honestly to the client, especially when problems are encountered, without delay and hesitation;
- To always apply the company's best practices, methods and tools in every act of developing a work product, especially, in the setting of quality goals for the said work product and not tolerate any violation of these methods.
- To always track and review along with the customer, the achievement of the quality goals during the progress of the development work.

2. Quality Systems of 5G

The following Quality Systems shall be adopted while developing all work products:

1. All product development effort will have a quality plan which is based on
   - the needs of the customers and their end-users
   - the quantitative targets of delivered defects and
   - variances of effort and schedule that are currently base lined.
2. All new efforts will be have a Project Initiation meeting where the entire project team and the management participate.
3. The Management shall clearly spell out their goals, priorities, schedule constraints and other factors in this meeting and will share the customer perspective with the project team.
4. The team shall ensure they have understood Management's goals and customer perspective and form their own project goals and draw up collectively a project plan by estimating the size and effort of the work to be done and allocate the roles and responsibilities to themselves. The plan will include the quality plan to ensure defects are lower than the targets set.
5. The project status shall be tracked as per the plan and reported to the management on a weekly basis.
6. Software Quality Assurance Group consisting of a member from the Z-Squad and an internal project member shall carry out the SQA activities.
7. Software Configuration Management functionality shall be performed within the team and strict check-in of the completed components as the project progresses shall be carried out. Version control and base-lining of products shall be carried out in compliance with the SCM process.
8. All issues of risk above a certain assessed value shall be escalated to the Management by the Technical leader/the Program Manager whoever may be in-charge of the work product delivery.
9. All projects shall have a post-mortem phase where the defect logs and process effectiveness shall be analyzed and new measures and improvements suggested.
10. A Quarterly Status review of all projects shall be carried out across the company and aggregate quality data shall be collected and analyzed.

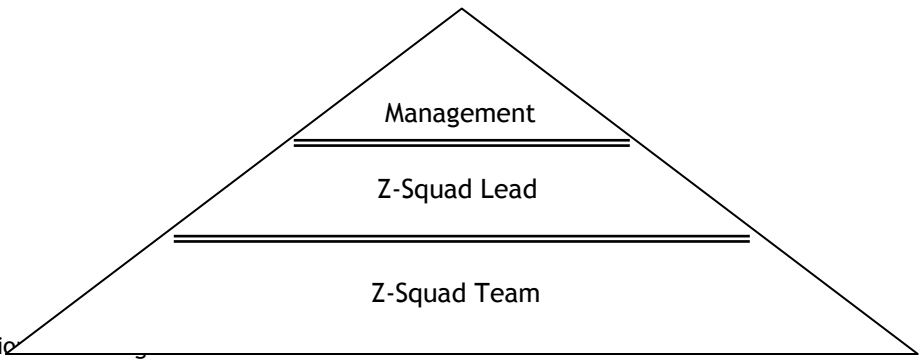
3. Quality Champions of 5G

The Z-Squad at 5G shall define, implement and evaluate continuously the Quality standards, procedures and practices within 5G. The Z-Squad shall comprise 5 individuals who are self-starters and have a passion for Quality. They shall come from the design, development and testing backgrounds and shall be responsible for the following:

- **Quality System Maintenance:** To continuously critically analyze and improve systems, procedures and tools for maintaining and enhancing the Quality of the organization. Other responsibility includes knowledge transfer and Training of the staff on the existing and improved Quality Systems.
- **Quality Control:** To continuously monitor the quality during every phase of development, such as, planning, progress meetings, sign-off, configuration management, change control, documentation control, design reviews, code walk-through, error reporting, system testing and acceptance testing.
- **Personal Quality Improvement:** To provide training and continuously encourage and reward self-discipline in individuals in an effort to raise the standards of human quality culture across the organization.
- **Quality Assurance:** To audit the company projects regularly, both systematically and randomly, to ensure that there is organization-wide conformance to the Quality Systems established.

3.1 Structure of the Quality Team

The Z-Squad will have a lead who will be directly responsible for the team and will help coordinate the activities of the team. The Z-Squad team lead will also report to the Management of the Organization on a weekly basis to (a) submit weekly audit reports (b) release audit report for the deliveries that have been made during the week (c) bring to the notice of the management on any key/important issues related to Quality.



3.2 Roles and Responsibilities of Z-Squad

The quality of the work product solely depends on the project team and Z-Squad ensures that the project groups work towards the final achievement of this quality goal by merely monitoring and auditing whether the project team performs their responsibilities.

Z-Squad has an independent management chain and their role shall be to support the development and maintenance teams in improving the product quality. Therefore Z-Squad shall:

- Review all development and quality plans for completeness
- Participate as moderators in design and code inspections
- Review all Test Plans for adherence to standards
- Review a significant sample of test results to determine adherence standards
- Participate in all project reviews (monthly & quarterly) and register non-concurrence if the appropriate standards and procedures have not been reasonably met.

3.3 Reporting Structure

Z-Squad will be an independent body and will perform the duties of SQA along with the project team. Z-Squad will report directly to the COO of the company and the company-wise metrics will be presented to the management once every month.

Every product/project release will be audited and certified by the Z-Squad and any critical (or) non-conformance issue raised during the release audit will be immediately notified to the management.

4. Desired effects of our Quality Systems

4.1 Cost

Adherence to Quality Systems will effect standardization which in-turn will reduce cost through uniformity and better project planning. Better monitoring through out the lifecycle of development will ensure that detecting and fixing of errors take place in the beginning of the project and not at the end of the project that costs the organization quite heavily.

4.2 Timeliness

By following the Quality principles set out in this Quality Policy Document, it is anticipated that the number of repeat work cycles will be reduced and that the prime objective stated in the Quality Policy of making the product delivery ahead of committed time will be realized – which will result in the reduction of the time-to-market for the customer.

4.3 Reliability

Adopting Quality Control standards of the company stringently during the development cycle will result in the delivered product being industry strength and reliable.

4.4 Functionality

Rigorous system reviews and acceptance testing against the requirements of the clients will ensure that there are no functionality failures and the system has a high degree of fitness of purpose.

4.5 Maintainability

The Quality Systems will ensure that the products are easily maintainable thereby reducing the Cost of Ownership to the customer.

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