

Version History

Ver. No.	Authors	Date	Reviewers	Review Date	Release Date
1.0	Corporate Quality Team	27-Aug-2018	QMF	31-Aug-2018	03-Sep-2018
1.1	Corporate Quality Team	23-Dec-2018	QMF	27-Dec-2018	09-Jan-2019
1.2	Corporate Quality Team	18-Feb-2019	QMF	18-Feb-2019	18-Feb-2019
2.0	Corporate Quality Team	02-Dec-2019	QMF	13-Dec-2019	16-Dec-2019
2.1	Corporate Quality Team	02-Jul-2020	QMF	03-Jul-2020	08-Jul-2020
3.0	Corporate Quality Team	02-Nov-2020	QMF	06-Nov-2020	10-Nov-2020

Change History

Ver. No.	Section	Date	Change Information	RFC No.
1.0	All	03-Sep-2018	New Release	-
1.1	7.2	09-Jan-2019	Updation to the process	-
1.2	4.0, 7.1, 11	18-Feb-2019	Master List of Documents added	-
2.0	All	16-Dec-2019	Annual Review	-
2.1	7.3	08-Jul-2020	Added reference of online reviews through online communication portal.	
3.0	All	10-Nov-2020	Annual Review	-

Table of Contents

1.0	Objectives.....	3
2.0	Scope.....	3
3.0	Policy.....	3
3.1	Policy Statement	3
3.2	Framework to Support or Implement this Policy.....	3
4.0	References to (checklists, forms, guidelines, lists, standards, templates, other processes)	3
5.0	Entry Criteria.....	3
6.0	Responsibilities.....	4
7.0	Process Description.....	5
7.1	Procedure for QMS Documentation	6
7.2	Procedure for Training.....	7
7.3	Procedure for Project Compliance Review	8
7.4	Procedure for Project Closure Audit	9
7.5	Procedure for Team Status Report.....	10
8.0	Quality Mechanisms	10
9.0	Quality Objectives.....	10
10.0	Identified Risk	11
11.0	Exit Criteria	11

Corporate Quality Process

1.0 Objectives

The objective of this document is to define the process for the Corporate Quality function.

2.0 Scope

This process applies to all the processes, and / or sub processes under the purview of the Corporate Quality function.

3.0 Policy

3.1 Policy Statement

- NA

3.2 Framework to Support or Implement this Policy

- NA

4.0 References to (checklists, forms, guidelines, lists, standards, templates, other processes)

Process Element	Description	ID
Checklists	NA	
Forms	PCR Form for Application Development	QMS-L4-FR-CQ-01
	PCR Form for Managed IT Service	QMS-L4-FR-CQ-02
	PCR Form for Infrastructure Project Delivery	QMS-L4-FR-CQ-03
	PCR Form for Application Support	QMS-L4-FR-CQ-04
	Status Report	QMS-L4-FR-CQ-05
	PCI Summary Report	QMS-L4-FR-CQ-06
	PCR Schedule Template	QMS-L4-FR-CQ-07
	Training Schedule Template	QMS-L4-FR-CQ-08
	Project List	QMS-L4-FR-CQ-09
	Master List of Document	QMS-L4-FR-MR-01
	Cumulative NC Report	QMS-L4-FR-CQ-10
Guidelines	NA	
Lists	NA	
Standards	ISO 9001:2015 Standards	
	ISO 27001:2013 Standards	
Other Processes	NA	

5.0 Entry Criteria

Inputs	Source Processes
PMO	Project Details
Project	Delivery Schedule and / or Milestone status, Adhoc tasks / activities

Human Resource	New Joinees
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6.0 Responsibilities

Role	Responsibilities
Head – Quality and Process	<ul style="list-style-type: none">• Design and implement an effective QMS within the organization, in line with organizational business objectives and monitor its continual improvement thereof• Act as a change agent, and spread the quality and process culture within the organization• Plan and establish organization-wide performance measures and metrics, perform statistical analysis and submit detailed reports• Plan and achieve industry certifications and ratings; and manage its retention, as desired by the company• Maintain custody and control of the repository for all QMS documentation related to the organization• Organize, manage and impart appropriate training on quality practices and processes in the organization• Plan, manage and implement process assessments and quality audits and provide guidance and feedback• Ensure adherence to the QMS processes applicable to Quality & Process Department• Oversee all procedures to identify deviations from quality standards• Approve RFCs for process modification and, or improvement• Approve internal quality audit programs• Be on the lookout for opportunities for improvement and develop new efficient procedures

Role	Responsibilities
Executive – Quality and Process	<ul style="list-style-type: none">• Participate in the preparation and review of the project's software development plan, standards & procedures in consultation with the respective PM/PL/TL• Facilitate and support the Quality System, quality assurance activities of the project• Motivate and educate the project team members in understanding the quality system and its implementation• Review, Evaluate and grant approval for quality plans, test plans, the modalities, efforts required, resource allotted, test results/logs, quality records, etc. as per the service level agreement• Audit the project activities and records of an assigned project to ensure that the project team under the PM is most likely to achieve the planned quality for the outputs generated by them. She/ He may have such responsibility for all projects at any given point of time.• Provide consulting support and advises on procedures, standards and other aspects of the Quality System and quality techniques• Address the non-compliance issues within the project and escalate the non-resolvable issues to an appropriate level of management for resolution• Monitor final inspection before delivery to customer• Evaluate the software work products against the designated software standards, procedure and contractual requirements• Maintain necessary records for Quality Assurance process• Conduct internal audits as planned and participate in certification requirements• Evaluate and analyze audit/assessment findings

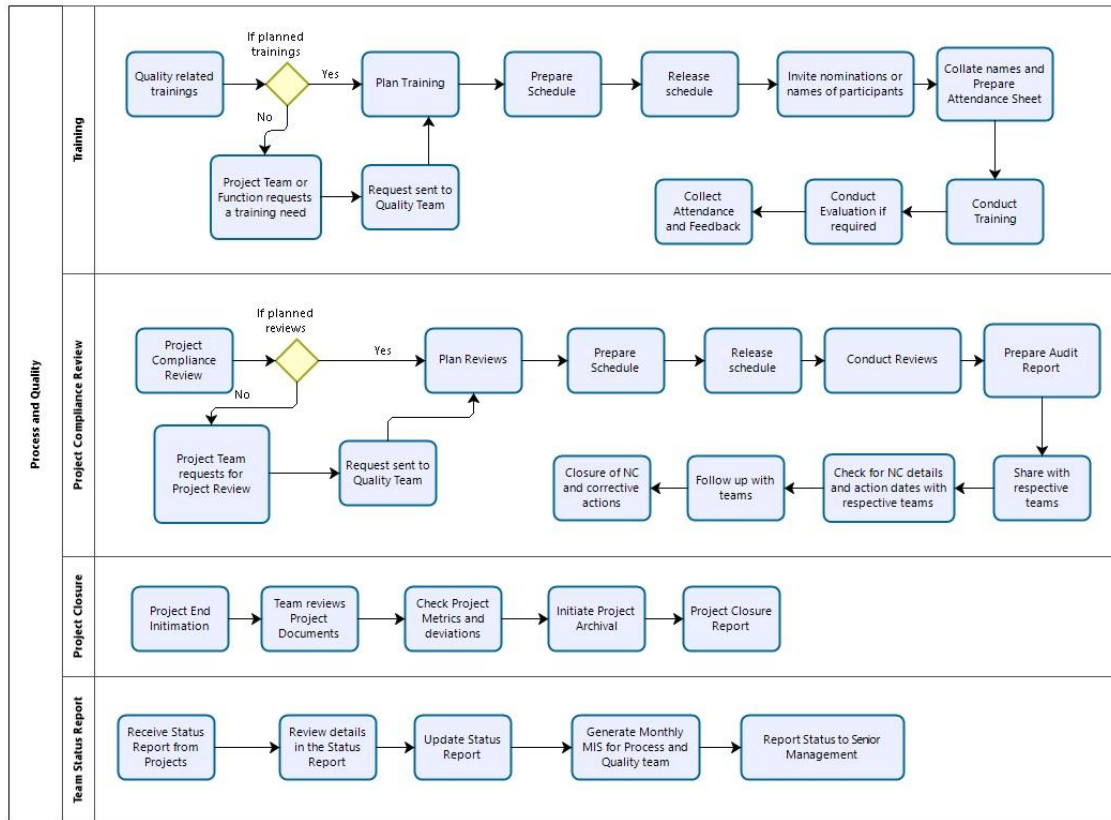
7.0 Process Description

Corporate Quality function comprises of administrative and procedural activities implemented in a quality system, by which the requirements and goals for a product, service or activity are fulfilled. It systematically measures and compares the output with a standard, monitoring of the process and the associated feedback mechanism that can give us a chance to rectify the errors.

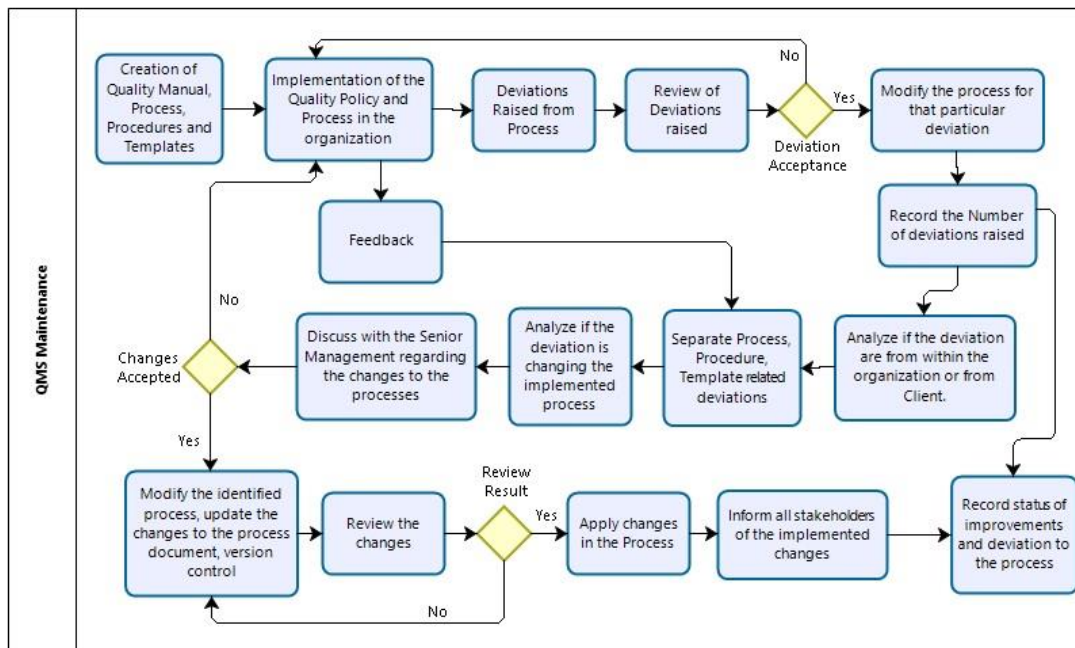
The team performs the following tasks along with the implementation and maintenance of the Quality and Information Security systems

- Quality Management System documentation and requirements
- Training
- Project Compliance Review
- Project Closure Audit
- Team Status Reporting

Overview Diagram



7.1 Procedure for QMS Documentation

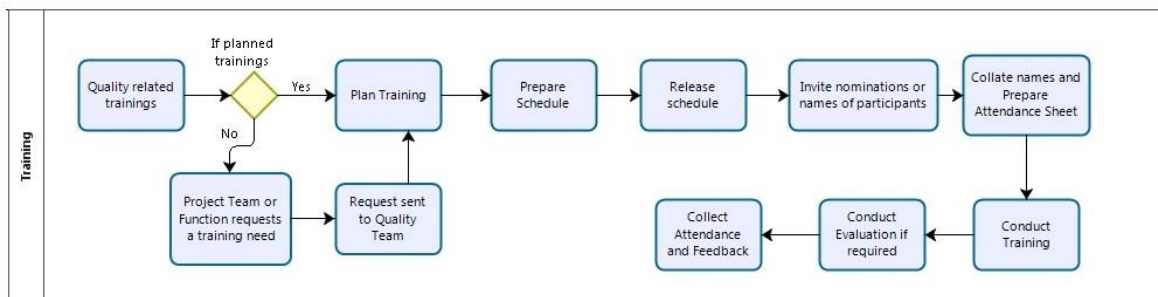


The Corporate Quality team is responsible for the designing, implementation, and maintenance of the Quality Management System (QMS) in the organization. The team would have to keep a track

of the changes, suggested, or the possible changes in the QMS that need improvements, leading to changes in the processes, procedures, and / or templates, formats or outputs of the processes.

- A regular monitoring of the system can be managed with the help of the feedback, provided by the respective teams from the regular task and activities.
- Any request for deviations or tailoring in a process, will have to be provided with the inputs from the Quality team, after discussing the need for deviation and tailoring with the respective team.
- The Quality team will have to provide its recommendations, along with the acceptance or rejections.
- The team will have to be informed regarding the outcome of the review for the deviation
- In case the deviation is rejected, the team will have to follow the defined process sequence.
- The deviation if accepted, the project team will have to maintain a copy of this accepted deviation as part of the project documents.
- The Quality team will maintain all the requests for tailoring and deviations submitted by the Project or processes.
- These have to be presented and discussed with the Senior Management.
- If the Senior Management accepts the recommendations from the Quality team and the respective process, the changes have to be implemented in the process flow and the document.
- If rejected, the process will have to continue with the defined processes
- The changes made to the process document and the cascading effects to the other associated process have to be updated.
- The process has to be reviewed by the process owner.
- In case of any changes, the author will make the changes update the version details for the document.
- If no review changes are suggested, the process document will be finalized with the new version control details.
- All stakeholders will be informed about the changes made to the existing system, and the procedures and formats that are applicable
- The Quality team will also update the list of deviations with the details pertaining to the changes in Master List of Documents.

7.2 Procedure for Training



The Quality team conducts awareness training for new joiners. The trainings could either be planned, on a periodic basis or, they could be an adhoc requirement from the project teams. The trainings that are conducted are as stated:

- Awareness training for QMS and ISMS

Planned Training

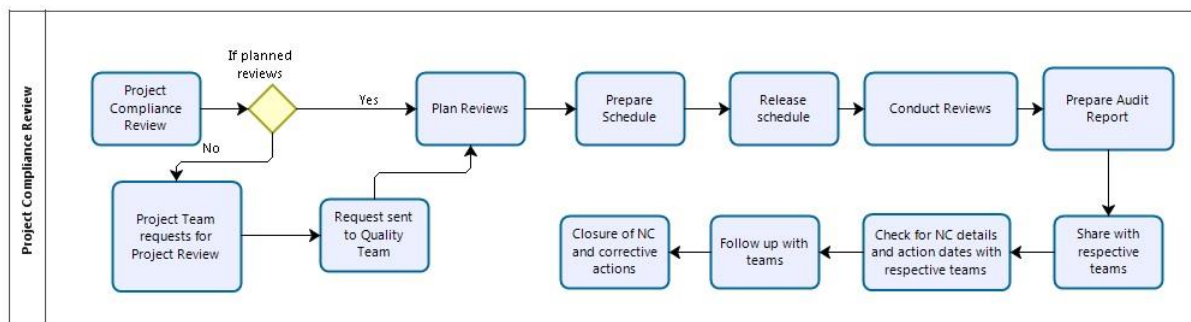
- The team plans for the training that needs to be conducted
- Prepares a schedule for the training
- Releases the schedule to the HR functions and teams if required, in the organization
- Participants can either enroll directly by informing the Quality team and their respective managers, or could be nominated by their managers for the training
- The training is conducted on the scheduled date and time
- Participant attendance for the training is recorded, after the training evaluation is done, wherever applicable.
- The training feedback is collected for the trainer, and content of the training.
- The training feedback could be shared with the concerned trainer.

Adhoc Training

- These type of trainings could be additional to the trainings that are already scheduled
- The project or delivery team that needs a particular type of training informs the Quality regarding the requirement.
- The team plans for the training as per the needs and requirements of the requesting team
- Prepares a schedule for the training
- Releases the schedule to all the functions and teams in the organization
- Participants can either enroll directly by informing the Quality team and their respective managers, or could be nominated by their managers for the training
- The training is conducted on the scheduled date and time
- Participant attendance for the training is recorded, after the training evaluation is done, wherever applicable.
- The training feedback is collected for the trainer, and content of the training.
- The training feedback could be shared with the concerned trainer.

7.3 Procedure for Project Compliance Review

The scope of a compliance review includes all operational policies and procedures relating to the planning, processing, or implementation of the project. The compliance review could either be planned, on a periodic basis or, they could be an adhoc requirement from the project teams.



Planned Reviews

- After discussing with the delivery seniors, the team identifies all the projects for the Project Compliance Reviews (PCR). This helps them understand the effectiveness of the

quality standards, and requirements that are being implemented at the client site, as well as the level of implementation by the projects at the Clover premises

- Prepares a schedule for the PCR
- Releases the schedule to all the delivery teams in the organization. **In case of online audits/reviews, team would be scheduling it using online communication portal. Meeting link will be shared with the required participants.**
- The team will conduct the reviews, in accordance to the agreed date and time, between the delivery team and the reviewer. In case of Audits over online communication portal, snapshot of the participants and necessary internal review activities would be taken during the audit. Audit evidences / documents would be shared using screen sharing feature within participants/Auditors. Confidentiality and privacy are also to be ensured in a remote PCR; therefore, project critical data will be shared by auditee with prior intimation to client, if required.
- With VPN Connectivity, client data sharing is not allowed during the review. Auditors will ensure that they do not take screenshots without prior approval from the auditees.
- The review team shall prepare the PCR report, in case there are any observations, or identified non-conformities; the reviewer team shall discuss the same with the delivery team immediate after the review is completed.
- A complete and correct PCR report shall be shared with the delivery team.
- The review team, will discuss and agree upon a suitable date and time for the closure of the identified NC's or observations
- The team shall verify the corrective / closure action for the identified NC's or observations.

Adhoc Reviews

- These type of reviews could be additional to the reviews that have already being scheduled
- The delivery team that needs a review informs the Quality team regarding the requirement.
- The team plans for the review as per the needs and requirements of the requesting team
- Prepares a schedule for the PCR
- Releases the schedule to the team.
- The team will conduct the reviews, in accordance to the agreed date and time, between the delivery team and the reviewer team.
- The reviewer team shall prepare the PCR report, in case there are any observations, or identified non-conformities; the reviewing team shall discuss the same with the delivery immediate after the PCR is completed.
- A complete and, correct PCR report shall be shared with the delivery team.
- The review team, will discuss and agree upon a suitable date and time for the closure of the identified NC's or observations
- The team shall verify the corrective / closure action for the identified NC's or observations.

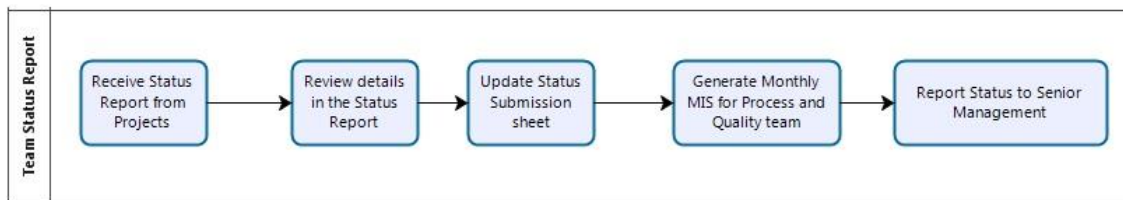
7.4 Procedure for Project Closure Audit

The process is initiated once the project delivery is completed.

- The project team intimates the Quality team, regarding the completion or tentative date of completion of the project.
- The Quality team at the scheduled date and time shall meet the Project Manager and understand the Project.
- The documents created during the Project are reviewed and verified.
- Check the Project related measurements and metrics that have been captured namely, the effort estimations, defects, review records etc.
- The Project Archival process is initiated (Project Management Process).
- Project closure report is submitted to the Project team.
- The copy of this closure report could be included into the archival.

7.5 Procedure for Team Status Report

This process checks for the submissions of the status reports from projects on a periodic basis. The process includes the reports that are generated by the Quality team as part of their status review with the senior management.



- All project teams have to share the Status reports to the Quality team
- The details regarding the number of reports received is shared with the senior management
- The Quality team shall review the status reports, a check for any discrepancies, lapse or any other metric related sections, shall be done by the team.
- The Quality team shall also generate and submit their MIS reports for the tasks, and activities completed for the month or quarter as per the periodicity decided by the senior management.

8.0 Quality Mechanisms

- Review and analysis of the consolidated Non-conformities
- Review of the Project initiation
- Review of Trainings

9.0 Quality Objectives

Sr. No	Objectives	Responsibility	Frequency of Measurement	Reporting of Measurement	Target to Achieve
1	# PCR completed	Quality Head	Quarterly	PCR Summary Report	80%
2	# of Trainings	Quality Head	Quarterly	Training Schedule	50%
3	# of NC closed	Quality Head	Quarterly	Consolidate NC Report	50%

10.0 Identified Risk

- All risks identified for the process will be recorded into the Risk Management Plan (RMP)
- Risks will be reviewed and monitored as per the agreed schedule

11.0 Exit Criteria

Outputs
PCR Form for Development Projects
PCR Form for Managed Service
Internal Audit Plan
Internal Audit Report
Monthly Project Status Report
PCI Summary Report
PCR Schedule
Training Schedule
Cumulative NC Report
Master List of Documents