
QUALITY POLICY

We are committed to deliver industry-relevant Client Services that exceed the changing needs of the Clients worldwide.

We are committed to provide the highest quality of services to Clients by:-

- *Exceeding Client's expectations for service performance and quality*
- *Improving our objectives and processes through continuous reviews*
- *Meeting the requirements of International Quality Standards*
- *Engaging employees, ensuring they are aware of and trained in fulfilling Client expectations*
- *Ensuring our work is error free and of excellent quality*
- *Focusing on continuous learning and improvement by upgrading our knowledge, and investing in learning & development*
- *Committing to the continual improvement of the Quality Management System.*

Javed Tapia

Managing Director

QUALITY OBJECTIVES

Sr. No.	Objectives	Measurable	Department / Process	Target to Achieve
1	Score of Passing in Written Evaluation	Schedule Status	Academy	90%
2	Monitoring of SLAs with Vendors	Checklist	Administration	95%
3	Vendor Evaluation	Monthly SLA Report	Administration	100%
4	Project Compliance Index	Project Compliance Report	Application Development	70%
5	Coding Phase Quality – Critical Observations	Code Review Log	Application Development	Not to Exceed 5
6	Project completion on schedule	Schedule Variance	Application Delivery - Development	70%
7	Formality completed for Exits as per TAT	Formality completed for exits as per TAT	Human Resource	90%
8	Customer Satisfaction Rating (1-5 Scale)	CSAT Form	Managed IT Services	>= 3
9	Lead Generation (No. of Leads)	Monthly Report	Marketing	8
10	Proposal Tracker +Project Billing	Monthly Report	PMO	100%
11	Business & revenue generation; reduce the dependency on limited revenue models	Quarterly	Practices	100%
12	Number of Joinees per week	Weekly	Talent Acquisition	15
13	Number of Critical Defects	Issue / Defect Logs	Project Management	Not to exceed 2
14	New technology road map and industry standard	Quarterly Status Report	Practices	80%
15	Achieve Internal/External SLA Parameter	Issue Log / Ticketing System Dump	Application Delivery Support	85%
16	Support/Project Margin communication to senior management	Monthly Report	PMO	90%

Javed Tapia**Managing Director**