**QUALITY POLICY**

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| --- |
| *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, 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 | Completion of training within the specified schedule | 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 | SDLC | 80% |
| 5 | Coding Phase Quality – Critical Observations | Code Review Log | SDLC | 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 | Infrastructure Delivery | >= 3 |
| 9 | Lead Generation (No. of Leads) | Monthly Report | Marketing | 8 |
| 10 | Proposal Tracker + Project Outstanding | Monthly Report | PMO | 85% |
| 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 | SAM | 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***