



**VEKOMY TECHNOLOGIES PVT LTD**  
**Plot No.8, 3<sup>rd</sup> Floor**  
**A2 Square Building, Jaihind Enclave**  
**Madhapur, Hyderabad-500081**  
**Andhra Pradesh**

**PREPARED BY**  
MANAGEMENT REPRESENTATIVE

**REVIEWED AND APPROVED BY**  
CHIEF EXECUTIVE OFFICER

**Date: August 20<sup>th</sup> 2013**

**Doc No: QM-VTP-01**

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## Foreword

Throughout this document, the words, shall, should and must, are indicative of a need and hence adherence to such requirements is mandatory. When these requirements are not met for valid reasons, non-conformance Criteria will be documented.

The words can and may are indicative of a want and so are optional. Non-conformance to such requirements will not be serious.

Comments for revision of these Standards are welcome and will have to go through a revision control mechanism through a formal review.

## Acknowledgements

Sl.No	Name	Contributions
1.	Mr. Satish Chandra	Formatting
2.	Mr. Pavan kumar Reddy	Formatting
3.	Ms. Harika Godugu	Formatting

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### **Purpose and Scope of Manual**

The purpose of this Manual is to provide documented evidence by which “Vekomy Technologies” assures the customers that it has an organization, it has resources and it has a Quality Management System by which it shall provide Quality products and services. The Quality Management System built in accordance with the ISO 9001:2008 Standards, an International Quality Management System.

The Manual shall be strictly controlled by circulation of latest version with proper approval and revision status, which shall be clearly shown at the bottom of the valid sheet. The MR shall control all revisions, issues and circulation.

All copies of this Manual shall be numbered and all pages are subject to control by MR. Before releasing, the MR initials each sheet (New or revised) to make it valid.

All the procedures in this Manual have been approved by the Chief Executive officer of the Organization.

### **Scope of Quality Management System:**

### ***Design, Development and Support of Software Products, Solutions and Services***

### **Permissible Exclusions and Justifications**

All clauses of ISO 9001 :2008 Quality Management is applicable to Vekomy Technologies Pvt Ltd

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## ORGANIZATION PROFILE

Vekomy is a one of the fast growing product development and services organizations in APAC region that helps organizations across sectors achieve their goals and ambitions – **on time and in budget**. We have a team of individuals who are considered as well-weathered professionals in this challenge and target driven industry. They have incessantly and invariably been successful in reaching the customer's expectations and beyond.

We understand the significant role played by technology in accelerating the growth of an Organization. Our team has a proven track record in delivering excellent ROI through successful implementations. We provide end-to-end services in custom software development. Our solutions will enable you to align your people, processes and product with the business strategy

At Vekomy, we believe that the demands of a typical customer are built around an optimal solution, commitment and deadline-orientation. We have a proven record in providing accurate, prompt and flawless solutions to our customers. Our 3Qs principle has always helped us in achieving the set targets and simultaneously contributes to customer's bottom line - **Quality Resources, Quality Services and Quality Processes**.

Our team of technical experts has varied degrees of experience in the IT industry with Telecom Systems& Solutions being our forte. They come from diversified spheres of technology and stand as a valuable asset to us in catering to the needs of multiple industry segments.

Vekomy is a pioneer in developing a path breaking approach towards revenue assurance by creating best practices, standardizing the language and processes, defining a comprehensive Revenue Assurance Maturity Model, Revenue Assurance Key Performance Indicators (KPIs) and an industry-wide benchmarking program called the V-OPTIMER

### Present Scope of QMS

The present Quality Manual is the common one used for all the locations and relevant QSPs Forms, Templates, Guidelines and Design Methodology are in place in respective locations and are in use.

Present Scope of QMS	Location	Scope
Vekomy Technologies Pvt Ltd	Plot No.8, 3 <sup>rd</sup> Floor A2 Square Building, Jaihind Enclave Madhapur, Hyderabad-500081 Andhrapradesh	Design, Development and Support of Software Products, Solutions and Services

### Business Processes

The following are the three types of business processes undertaken by Vekomy Technologies

1. Custom software Solutions based upon technologies like internet and Intranet Applications, Electronic Commerce, Client/server, Object –Oriented, Graphical User Interface, Relational Database Management Systems.
2. Developing Application products

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## List of Abbreviations

Abbreviation	Expanded Form
ADM	Administration
CEO	Chief Executive Officer
VTP	Vekomy Technologies Pvt Ltd
MGR	Manager
MR	Management Representative
PL	Project Leader
PM	Project Manager
SQA	Software Quality Assurance
QM	Quality Manual
QMS	Quality Management System
QSP	Quality System Procedures(Level 2)
SDLC	Software Development Life Cycle
SWD	Software Development
TRG	Training
MIS	Management Information System
BPR	Best Practices Review
CI	Configuration Item
CMP	Configuration Management Plan
CR	Change Request
CSSR	Customer Satisfactory Survey Report
DSR	Delivery Status Report
IA	Internal Audit
MOM	Minutes of Meeting
NCR	Non Conformance Report
PDC	Project Delivery Checklist
QMS	Quality Management System
RMP	Requirements Management Plan
HLD	High Level Design
LLD	Low Level Design
SDP	Software Development Plan
PP	Project Plan
SRS	Software Requirements Specifications

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## Quality Policy

Vekomy Technologies Private Limited is committed to meeting customer requirements and enhancing customer delight factor through continual improvement of its products, services and the quality management system.

Our quality policy is based on these fundamental principles:

- Deliver services and solutions that meet or exceed customer requirements
- Consistency in maintaining improving trends in customer satisfaction levels
- Continual improvement in 'on-time delivery' of products according to the customer requirements
- Adherence to applicable statutory & regulatory norms
- Continually enhance external and internal customer delight
- Improve productivity and reduce rework
- Doing it first time right, every time

Date: 22<sup>nd</sup> Feb 2014

Chandrasekhar Reddy  
Managing Director

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Prepared by: Management Representative

Reviewed and Approved by (MD)



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### **Quality Objectives**

- To add 3 off shore development projects during each year.
- To ensure meeting 95% of project time lines/ implementation time lines.
- Zero Critical/Fatal Bugs from production / live in development Projects.
- Not more than 3 Major bugs from production / live.
- To Meet 90% Training Needs within the time Schedule.
- Achieving 80% of Business partners' satisfaction and continually improving the same.
- Ensure to rectify the issues within one hour and reducing the breakdown hours by 5% upto Dec 2014.

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Prepared by: Management Representative

Reviewed and Approved by (MD)

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## 4. QUALITY MANAGEMENT SYSTEM

### 4.1 General requirements

VEKOMY shall establish documents and maintain the Quality System as a means of ensuring that products confirm to specified requirements of the customer. It is a structured and planned approach to ensure quality of products and services to the customers.

The Processes at VEKOMY are well defined in the Quality Management System (QMS), which talks about the processes that are specific to the practice and their application throughout the organization.

We are engaged in building:

- ❖ Custom Software System solutions based upon technologies , Graphic user interface, Relational database management system

The processes adopted while executing the above businesses are:

- ❖ Plan and review business in co-ordination with the onsite personnel
- ❖ Provide onsite consultancy services in co-ordination with the onsite personnel

Predevelopment activities which involves:

- Study and record customers requirement
- Assess risks, estimate effort and cost, obtain business approval and submit proposal
- Finalize contract
- Initiate contract

Execute Project as per contract/plan which could involve:

- Preparation of Detailed requirements Specifications
- Preparation of Design specification
- Coding and unit testing
- System testing and acceptance testing
- Implementation
- Providing maintenance support
- Obtain Project evaluation from customer

Verification of quality system shall be undertaken through continuous monitoring of procedural requirements and associated records.

- a) Verification activities fall into two categories –
- b) Elements of the quality system relating Software Development Life Cycle (SDLC) processes and all others that fall outside
- c) SDLC verification activities shall include reviews, audits and tests conducted in the course of software development. The PL shall be responsible for identifying resources needed to support these activities and the Practice is responsible for ensuring that these resources are available to the PL.
- d) The QA Manager shall be responsible for ensuring that the developed product confirms to its specifications.
- e) Non-SDLC verification activities shall include management reviews and internal audits of the quality system. The Management Review Committee shall be responsible for the provision of adequate resources to support these activities.
- f) Resources shall include suitably trained or qualified personnel, independent of those having direct responsibility for the work being verified such as management, performance of work and verification activities including internal quality audits.

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These processes shall be managed by the organization in accordance with the requirements of this international standard (ISO: 9001:2008)

*IN VEKOMY "back ground "verification of candidates " and UPS Maintenance' services is outsourced  
Process interactions are addressed in Annexure A*

## **4.2 DOCUMENTATION REQUIREMENTS**

### **4.2.1 General**

#### **Responsibility: Management Representative, Concerned Practice**

VEKOMY shall establish and maintain documentation requirements and determining the capability To Establish and sustain the documentation

Management Representative, concerned practice specified head and associates of the project(s)

The management has defined and documented the Quality Policy and related objectives to meet the expectations and requirements of the Customers. MR shall ensure that the Quality Policy and the objectives are understood, implemented and maintained at all levels of the Organization.

This documented quality system is described in the sections as follows:

#### **A. Quality Manual (Level 1)**

Quality Manual is an apex document, which gives a clause-wise description of the overall QMS established at 'VEKOMY TECHNOLOGIES' with reference to ISO 9001:2008. Quality Manual refers to the standard Operating procedures/Test procedures to be followed for each of the requirements of the standard and serves as a road map for the entire QMS. Six mandatory procedures like, control of Documents, control of records, Internal Audits, Control of nonconformity product, Corrective action, Preventive action are part of Quality Manual

#### **B. Quality System Procedure (Level 2)**

The QSP Manual contains procedures to cover all the key activities VEKOMY undertaken by VEKOMY including all the key processes of the project life cycle.

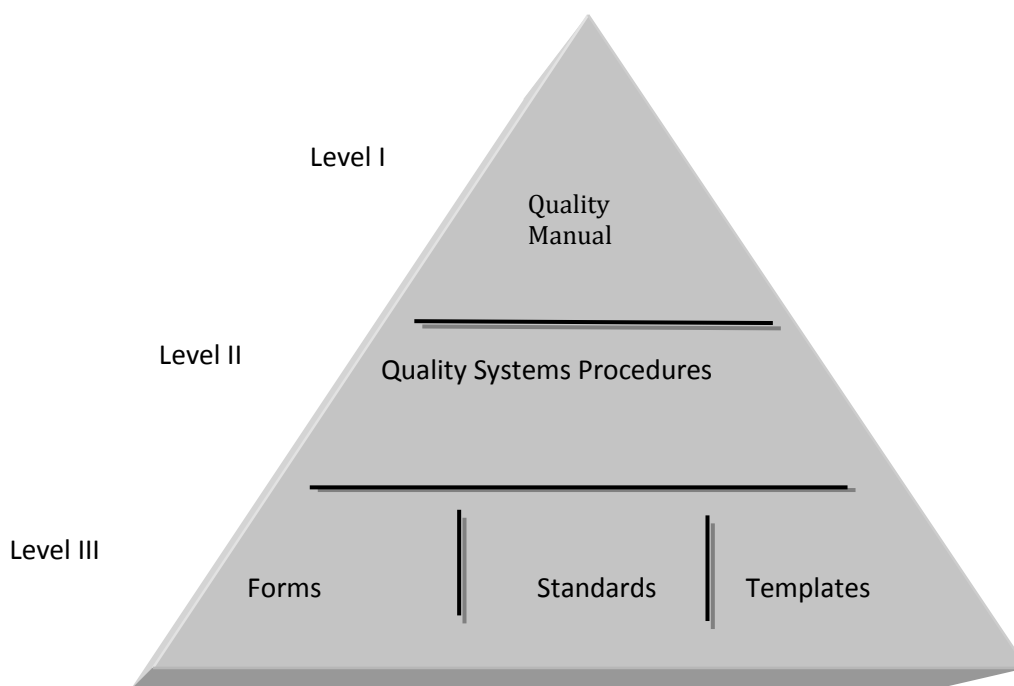
All procedures shall be maintained under change control. The change control procedure is defined in the Document and Data Control. QSP No.: VTP-QSP-CDP

These procedures shall be amended or new procedures written to suit changing business requirements or to correct problems as identified by the corrective action process or internal quality system audits

#### **C. Forms, Templates, This defines the Forms, Templates and the guidelines to be used in the Quality System and is referenced in the Standards and the QSP's.**

External documents, Standards / Specifications of external origin,

The Quality System at VEKOMY comprises of the following documents model



#### 4.2.2 QUALITY MANUAL

This document "Quality Manual" of **VEKOMY TECHNOLOGIES** indicates the scope of the Quality Management System including details of and justification for any exclusion

**The Scope of the Quality Management System is:**

***Design, Development and Support of Software Products, Solutions and Services***

#### EXCLUSIONS:

S.NO	CLAUSE NO	JUSTIFICATION
1	7.5.2	As all the processes of Software development are measureable after completion of activity, hence this clause is not applicable

The Procedures are documented and the manual shall form as a basic reference for the Quality Management System. Following are the basic Procedures of Quality Management System:

Control of documents	VTP-QSP/CDP
Control of Records	VTP-QSP/CRP
Control of Non-Conforming Products(Services)	VTP-QSP/CNP(S)
Internal Audits (IA)	VTP-QSP/IAP
Corrective Action	VTP-QSP/CAP
Preventive Action	VTP-QSP/PAP

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Where appropriate the interaction between the processes of the Quality Management System is described. The section numbers of the manual are in concurrence with ISO 9001: 2008.

**Reference Documents** : ISO 9001:2008 Standard  
**Records** : Master List of System Documents, Amendment Sheet

### 4.2.3 CONTROL OF DOCUMENTS

#### Responsibility

Management Representative

Document and data approval, Review and Issue

- a) A master list of all the documents shall be maintained in electronic media in the document named Master List.
- b) Management Representative shall be responsible for maintaining the Master list of the QSPs and related Quality System documentation to identify the latest revision status.
- c) The Management Representative shall be responsible for maintaining the Master List of the documents related to the software products and shall retain the Master Copy of all the documents related to the system in electronic media
- d) The Project Leader shall ensure that the documents to be controlled are mentioned in the Project Plan. The Project Leader shall ensure that the Customer supplied documentation is controlled
- e) Documents of external origin are identified by unique identification number and their distribution is controlled
- f) All these documents shall be reviewed and approved for adequacy by authorized personnel prior to issue. This control shall ensure that
- g) The pertinent issues of appropriate documents shall be available at all locations where operations essential to the effective functioning of the quality system is performed
- h) Obsolete documents shall be promptly removed from all points of issue or use. These shall be marked main as "Obsolete Copies" wherever the hardcopies are used. Also shall be removed away from the authorized holders/folders, project development team area and either shall be destroyed or retained only for knowledge or legal purposes if required.

#### Document and Data Changes

Changes to document and data shall be reviewed and approved / re-approved as per the control of Documents procedure and communicated to the concerned persons / authorized holders

Changes to the document containing, the date of change, nature and description of the change shall be indicated in the Document Control sheet .Every document shall be numbered using pre-formatted coding formulated by VEKOMY Standard Document Template , which is defined in procedure: Ref; **VTP-QS/CDP**

### 4.2.4 CONTROL OF RECORDS

VEKOMY shall establish and maintain documented procedures for identification, collection, indexing, access, filing, storage, maintenance and disposition of records. This shall be applicable to all the concerned records as a means of objective evidence of activities.

#### Responsibility

Departmental Heads, Projects Heads, developer, Testing Lead/Member, PM,PL,QA, HR & Training,  
Executive-MIS, Admin dept and operations

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The Project Leader shall ensure that Quality records are identified, collected, indexed, filed, stored and maintained. These records shall be stored and maintained in such a way that they are readily retrievable. Records may be in the form of any type of media, such as hard copy or electronic media. Where agreed contractually, the customer or representative shall make quality records available for evaluation.

All the quality records related to the quality system shall be retained for a minimum period of 3 year or as agreed in the work order. Afterwards it shall be destroyed (or kept isolated for archival purposes, if required).

#### **Reference**

**VTP-QSP/CRP**

### **5. MANAGEMENT RESPONSIBILITY**

#### **5.1 Management Commitment**

VEKOMY shall provide evidence of its commitment to the development and improvement of Quality Management System

#### **Responsibility**

Top Management (CEO)

Vekomy Technologies (India) Ltd provides its customers cost effective and quality software Products and Services

The management has defined and documented the Quality Policy and related objectives to meet the expectations and requirements of the Customers. MR shall ensure that the Quality Policy and the objectives are understood, implemented and maintained at all levels of the Organization.

The importance of meeting customer, as well as statutory and regulatory requirements is communicated across the organization. This is demonstrated by:

- ❖ Establishing the Quality Policy
- ❖ Establishing Quality Objectives
- ❖ Conducting Management review meetings
- ❖ Ensuring the availability of necessary resources
- ❖ Giving access to the customer/regulatory authorities to the states QMS

#### **5.2 CUSTOMER FOCUS**

**Responsibility: Managing Director (MD), Vice president sales**

The Top Management of “VEKOMY TECHNOLOGIES (INDIA) LTD” is committed for improving the customer satisfaction through value added services. This is being considered as one of the Organizational goal. Customer Satisfaction is ensured through:

- Performance of products and services provided to the customer
- Serving both internal and external customers with same diligence
- Continually Improving the Quality of the service
- Addressing through CA/PA for Customer complaints if any, for non-conformances

The needs and expectations of the customer are translated into requirements for various processes within the organization.

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### 5.3 Quality Policy

**Responsibility:** Top Management

The Top Management of “Vekomy Technologies” has defined and documented the Quality Policy. The Quality Policy has been communicated to all employees and is given due importance within the organization. It includes commitment to meeting customer requirements and provides scope for continual improvement.

The Quality Policy is reviewed from time to time for Continuing suitability preferably once in a year during Management Review Meetings. The Quality Policy shall address the following principles.

- Customer Focus
- Continual Improvement

**Record:** Management Review Meeting minutes

### 5.4 Planning

#### 5.4.1 Quality Objectives

**Responsibility:** Vice President Operations,

Management has ensured that Quality Objectives are established at relevant functions and levels within the Organization. The Quality Objectives do make a significant contribution for progressive system implementation and improvement and are consistent with the Quality Policy.

Objectives are Measurable, Attainable and Realistic and are oriented towards attaining the desired results of meeting the expectations and needs of the customer.

Management Review Committee reviews the Objectives periodically, once in a year through MRM

Appropriate Preventive actions are initiated on need basis

The Quality Objectives of “Vekomy Technologies” are listed in this Quality Manual, Updated from time to time and communicated across the Organization.

**Records:** Management Review Meeting Minutes

#### 5.4.2 QUALITY MANAGEMENT SYSTEM PLANNING

**Responsibility:** MR

At “Vekomy Technologies” Top Management shall ensure that, the planning of the Quality Management System is carried out in order to meet the requirements for the standard ISO 9001:2008 as well as the company set Quality Objectives. The resource requirements are identified for effective implementation of the Quality Management System and for achieving the Quality objectives. Changes to the Quality Management System are carried out in a controlled manner to ensure the integrity of the Quality System.

**Reference Documents:** Quality Plan, Flow Charts

**Records:** Minutes of Management Review Meeting

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## 5.5. RESPONSIBILITY, AUTHORITY AND COMMUNICATION

Responsibilities, Authorities and inter-relations amongst personnel contributing towards Quality System have been defined and documented to ensure effectiveness of Quality Systems, through an organization chart refer in Annexure: B

The individual Responsibilities & Authorities of the departments are documented in Job description files:  
**Ref: VTP-HR-JD**

The Responsibilities commensurate with authorities of key personnel are given below:

### MANAGING DIRECTOR

- Final Authority for signing any Contract
- Directs all Business Activities to the Executives
- Oversees the Functionality of this Organization
- Has all the Powers to assign any VEKOMY executive/Staff an authority to Interact with VEKOMY representatives for all contractual matters, Work orders
- Set the Business Goals and approving the Management System for Achieving the goals
- Formulate Company Policies on all Quality –related matters, i.e Quality Policy and Objectives
- Provide the resources on Managing, Performing and verifying the activities related to the Quality as and when identified
- Chair the Management Review Committee
- Planning and Business forecast for the year in terms of revenue and focus on business consulting
- Participating in formulation of business strategies for the year along with Vice presidents
- Identification of New Business Areas related to IT
- Expenditure Plan Budget Allocation-marketing & Sales Operations
- Chair the Management Review Committee in the absence of MD
- Authorized to do all the allocated Responsibilities of MD in his absence
- Appointment of Management Representative (MR) for establishing and implementing the Quality Systems in Consultation with MD.
- Ensure that all departments develop and implement the related procedures and processes for Quality Management Systems.
- Overall responsible for the Operations under the Control of MD

Authorities: Approval for resources  
 Approvals of sales proposals

### VICE PRESIDENT SALES

- Preparing sales plan
- Identifying New Business, regions wise project wise
- Meeting prospective clients
- Giving presentations about organization
- Reviewing and finalizing proposals
- Guiding inside Sales team.

Authority: Signing the Client Agreements  
 Setting targets to sales team

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### **Vice president Operations**

Looking after overall operations of the organization

Heading and guiding HR and Admin Activities  
Heading System Admin activities  
Supporting developing and staffing services  
Understanding requirements of Customers  
Preparing Project Plan and Projecting to customers  
Involving in technical discussion with customers Guiding Project Managers  
Monitoring the Time lines of projects

**Authority:** Approval of purchase orders  
Approval of recruitment

### **Sales Managers/Team Members**

Meeting prospective clients  
Understanding customer requirements  
In case of staffing entering in to agreement  
Forwarding customer requirements to technical staff for study of feasibility  
Preparing proposal in coordination with Technical Staff  
Ensuring projects are delivered in time  
Taking feedbacks from customers  
Handling of customer complaints if any

**Authority:** To forward proposals to customer

### **PROJECT MANAGER**

Responsible for Implementation of overall Management of project development activities in line with Quality Management System and Customer requirements

Effective implementation of procedures in all development activities  
Initiate, recommend or undertake action to prevent or resolve product Non-conformances  
And Verify completion of specified corrective action

Apply controls to prevent further processing of Nonconforming products, pending evaluation and resolution of cause.

To analyze requirements, Design specifications  
To discuss with project Leaders for tools required to be used and training that may be required for any software project.  
To check the coding of the programmers to the required standards  
To observe the testing carried out in different levels and to maintain the test Records  
To help keeping the user Manuals and Help manuals updated

- To help making demos for the Software Products and software Projects and Technical materials.
- Help in disseminating the knowledge amongst the team members and other colleagues in the organization
- To look after projects co-ordination works and reporting to Vice president
- Conducting review meeting for all Project Leaders

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- Reporting to Management on functioning of all Projects
- Selection of Right Candidates in co-ordination with Manager HR

Authority: To release deliverables  
Approve change requests.

#### **FINANCE EXECUTIVE**

- Evaluate the capability of vendors
  - Prepare & Maintain the Accepted vendor list
  - Verify the capability of the vendor periodically on the basis of the performance
  - Initiate actions during procurement to prevent Non-conforming material arriving at the company premises.
  - Give Proper feedback to the vendors in case of nonconformities observed on delivery of materials and during subsequent usage.
  - Arrange for proper storage and preservation of the material and back up of data and documents and is authorized to update the approved vendor list
  - To ensure the procurement of required Product or services
  - Custom and central excise including STP
  - Facilities Management, Logistics, general Administration
- Authority:** to release purchase order

#### **IT MANAGER**

- To Ensure Installation and maintenance of LAN, Internet and Website
- To regulate Back up of all projects and Product related items
- To indent all software and PC hardware related items and stationary for Printers
- To Maintain Computer hardware and stock keeping of the same
- To keep confidentiality in maintaining software projects and software products
- Other relevant jobs as and when assigned by the Vice president Operations

Authority: To allot the Systems  
To take back up

#### **SR HR EXECUTIVE**

- Recruitment of skilled and Qualified personnel
- Relocate the personnel to other offices of VEKOMY and on-Site
- Induction of the newly joined personnel into the organization
- Sourcing, Resource requirement, resume management, resource allocation
- To be single point of contact for Queries related HR aspects.
- To send the Requisite reports related to Head count, attrition, on site resourcing and planning status as laid down by associated companies
- To align the offshore policies in line with the VEKOMY requirements and orient them to meet the organizational objectives
- To Institute HR programs and recognition schemes from time to time.
- Continued Motivation and retention of the resources. This is done in conjunction with other Heads of Departments.

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- To build a culture and congenial work environment in the organization, that makes an employee's proud being part of the organization.
- To plan effective means of resourcing
- Hiring of high Quality resource mapping to the requirements defined for the rolls by the requestor. The detailed procedures for hiring a resource are defined in the Recruitment process.
- To be responsible for Implementation of the Quality Management System procedures in the HR department

Authority: To release appointment letter

#### **TEAM LEADERS/TECH LEADS**

- Satisfying the customer by Meeting all Commitments. This shall imply planning the project and Managing its implementation.
- Ensuring that all deliverables, i.e Intermediate ones (for Examples, Prototypes, status reports etc) as well as final deliverables –are delivered on time and they meet the required quality.
- Resolving all project related issues and problems through consensus, in an amicable and mutually acceptable manner.
- Meeting company targets for the project. This shall imply Meeting time lines and quality goals by Managing all resources in an effective and efficient manner
- Ensuring that company processes and procedures are strictly followed at every stage in the software development life cycle
- Managing the project team and reporting to his/her Manager at defined milestones.
- He/She authorized to interact with onsite counter part on all technical issues

Authority: Approving codes developed by developer

#### **DEVELOPER/SOFTWARE ENGINEER**

- Review of Specifications/Create Specifications and develop necessary code.
- Resolution of issues with onsite via Email or VOIP.
- He/She will resolve technical issues with the onsite counter part.
- He/She is responsible to send a mail to the onsite counter part on weekly status report.

#### **5.5.2 MANAGEMENT REPRESENTATIVE**

- Harika, Sr Executive Hr is Nominated as Management Representative.
- MANAGEMENT REPRESENTATIVE is empowered with requisite authority to establish , implement and maintain the Quality system as per all the elements of Quality system standard ISO 9001:2008 described in this manual, For which he/she enjoys the full support of the Management Review Committee.
- He /She shall report on the performance of the Quality system to the top Management for review and improvement of the same and ensures the promotion of awareness of customer requirements throughout the organization through his/her participation In project-Kickoff meetings.
- Creating the Awareness of Customer Requirements within the Organization
- Ensure that Management reviews are conducted in order to verify that that quality system is effectively applied, while ensuring its continuing suitability
- Develop and maintain the Quality System documentation
- Planning internal Audits and Executing as per plan
- Ensuring internal Audit nonconformities are closed within stipulated time
- Verify the Quality activities comply with planned arrangements
- Analyzes the report on the Projects with the Management

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### 5.5.3 INTERNAL COMMUNICATION

VEKOMY establish and ensures that the Internal Communication processes are established and that communication takes place regarding the effectiveness of the QMS

Internal Communication could be either through an electronic mail, telephone, Circular or message displaying on the notice boards as per the requirement.

## 5.6 MANAGEMENT REVIEW

### 5.6.1 GENERAL

VEKOMY top Management reviews the Organization's Quality management system at once in six months to ensure its continuing suitability, adequacy and effectiveness.

Management Review Committee comprising of the Members of the Steering Committee of nominees representatives of the steering Committee in his/her absence and other people with executive responsibility for quality under the guidance and recommendation of the Chief Executive officer of VEKOMY.

To ensure Continuous suitability and effectiveness of the Quality System, to review Quality policy and Objectives and also to review policy decisions, the management review Committee shall meet once in six months.

The Management Representative shall convene the Management Review Committee meetings after preparing the agenda and maintain the relevant management review meeting records.

#### Reference:

MOM recorded in VTP-F/MR-MRM

### 5.6.2 REVIEW INPUT

The input to Management review shall include information on:

- 1) Results of audit Internal/External audits
- 2) Customer feedback including complaints
- 3) Process performance and Product conformity
- 4) Status of preventive and corrective actions
- 5) Follow-up actions from previous Management reviews
- 6) Changes that could affect the Quality Management System and
- 7) Recommendations for Improvement

And the output would be the decisions/changes/actions taken on these, which would be Recorded in MOM.

### 5.6.3 REVIEW OUPUT

The output from management review includes any decisions taken and actions related to Improvement of the effectiveness of the Quality Management System.

Improvement of the Effectiveness of the Product related customer requirements

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## **6. RESOURCE MANAGEMENT**

### **6.1 Provision of Resources**

**Responsibility: Top Management**

Adequate Resources are provided to allow the effective and efficient Implementation of the Quality Management System with respect to human resources and financial resources. Resource allocation is normally done during the budgetary allocation in the beginning of the financial year

#### **6.2.1 Human Resources**

**Responsibility: Vice President Operations, Sr HR Executive**

At 'VEKOMY' personnel performing work, which has direct bearing on the conformity of the service requirements or service, are competent on the basis of appropriate education, Training skills and experience. Where appropriate all the employees are given orientation and induction training before putting on to the work, including knowledge of Quality Management Systems and practices

#### **6.2.2 COMPETENCE, TRAINING AND AWARENESS**

Personnel performing work affecting product quality shall be competent on the basis of Appropriate education, training, skills and experience. This shall be applicable to Education, training and enhancing skills, knowledge and experience for personnel at all levels.

VEKOMY shall determine the competence, awareness and training programs for their employees based on the requirements of the work that they perform and expect to execute the work. VEKOMY ensures that all their employees are aware of the relevance and importance of their Activities through induction, Process training, product trainings and reports generated on Employee training needs.

Practice heads, projects determine the necessary competence for personnel performing work affecting Quality, As per that Trainings are provided to meet the needs.

Training Calendar: All Training needs are identified are thereby reviewed by the PM's and HR For planning the Training calendar. Based on the available skills within the Organization the trainings are identified either by In-house or by external faculty. The trainer is identified at this stage and a tentative schedule is arrived upon. Employees attending any external programs are responsible to conduct a training program in house for the other employees.

Record: The Training Records are maintained with the HR department as long as employee is on rolls.

Refer HR Procedure: VTP-P/HR

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### 6.3 INFRASTRUCTURE

**RESPONSIBILITY: MD and Vice President Operations**

Infrastructure needed to achieve the product conformity are identified and provided at 'VEKOMY'. Infrastructure needs identified include:

- Workspace and associate facilities
- Process equipment such as computers and latest gadgets.
- Support services such as communication media eg Telephone, VoIP, computer, email.

The situation is reviewed from time to time and necessary actions are identified. As a bare minimum the infrastructure shall meet the expectations of the customer for a qualitative work execution. The requirements for infrastructure are discussed in Management Review meetings.

Refer System Admin procedures: VTP-P/SA, and VTP-P/SP

### 6.4 WORK ENVIRONMENT

**Responsibility: Vice President Operations and Sr Executive HR**

The factors affecting the human and physical working environment are identified and Managed at 'VEKOMY'. Various factors affecting work environment include:

- Proper lighting, Desired illumination levels.
- Hygienic environment and cleanliness of the work area.
- Office maintenance. Ergonomics

First aid boxes are provided with desired provision in identified area and people are trained to provide first aid in case of need. Appropriate fire fighting equipment are installed and maintained & related training is provided to related personnel for operation and use

Conformity of regulatory and statutory requirements are ensured through obtaining related consents, authorization and license and compliance to the conditions thereof.

### 7.1 PLANNING OF PRODUCT AND SERVICE REALIZATION

**Responsibility: PROJECT MANAGER**

'VEKOMY' has developed product realization process inline with customer Requirements, VEKOMY TECHNOLOGIES determines

Quality objectives and requirements of the software projects as specified by the customer including other references in customer technical specification

Required resources specific to the product and process

Required inspection and test activities specific to the product & the criteria for Software service acceptance.

Required verification, Validation & monitoring methods

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Records needed to provide evidence that the product realization process and the resultant product meet customer requirements.

Planning of the service realization is consistent with the requirements of all Other processes of QMS

## **7.2 CUSTOMER RELATED PROCESSES**

### **7.2.1 Determination of requirements related to the product**

VEKOMY maintains the requirements by the customer, both for the delivery and post-delivery activities as follows.

On Receipt of Customer Query, VEKOMY maintains the requirements by the customer, both for the delivery and post delivery activities as follows.

Any amendments of work order would be initiated by VP Sales, and the concerned Project Manager/VP operations

The sales team initiates a dialogue with the customer and initial customer meeting is organized with the concerned in the organization. The details of enquiry are logged and status is maintained

**Responsibility:** VP Sales, VP operations

### **7.2.2 REVIEW OF REQUIREMENTS RELATED TO THE PRODUCT**

**Responsibility:** VP Operations, VP Sales ,

VEKOMY reviews the requirements related to the services. This review shall be conducted prior To the organization commitment to render services to the customer.

VEKOMY establish and maintain documented procedure of receiving Contracts/orders/Agreements related to services and determining the Capability to establish and sustain the customers specified Requirements.

- The Customer order review shall be co-ordinate between Vice president Sales and Vice President Delivery.
- All orders shall be reviewed on receipt to ensure that VEKOMY has the capability to undertake such projects/Services
- All customer orders shall be reviewed by VEKOMY before acceptance to ensure that the contractual & technical requirements are clearly defined and understood.
- The proposed solution meets the defined requirements
- The proposed solution is achievable
- The proposed charges, in relation to the estimated cost, are acceptable
- Subsequently all the orders shall be reviewed to ensure the following additional points
  - Any requirements differing from those in order are resolved
  - Acceptance Criteria is defined and understood
  - Responsibility of handling of problems detected after acceptance is clearly stated.
  - Standards and procedures to be used are stated.
  - Requirement regarding performance, safety, reliability, security and privacy are clearly known.

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### 7.2.3 CUSTOMER COMMUNICATION

**Responsibility: Project Managers, Project team,**

VEKOMY determines and implement effective arrangements for communicating with customers in relation to the concerned project.

All the projects information enquires or order handling including amendments and customer feedback including complaints are performed either through Telephone, Emails, or personal visit.

Ref: Process Flow chart of Sales In Annexure 1

Ref: Procedure of Client Generation: VTP-P/SAL

## 7.3 DESIGN AND DEVELOPMENT

### 7.3.1 Design and Development Planning

**Responsibility:** Project Manager

VEKOMY Plan and control design and development of the project/Product

Each Software project shall be controlled by a project Plan The project leader is responsible for Preparing and maintaining /updating this Plan. The project plan shall identify the responsibility for each design and Development activity. The Design and verification activities shall be assigned to qualified personnel equipped with adequate resources. The Project plan shall indicate the Organizational and technical interfaces between different divisions and the client . The Project Plan shall indicate the organizational and technical interfaces between divisions and the client.

The project Leader/Manager shall ensure that the progress is regularly reviewed, documented and transmitted to concerned personnel..

### 7.3.2 DESIGN AND DEVELOPMENT INPUTS

VEKOMY establish and maintains procedures to control and verify the design inputs.

**Responsibility:** Project Manager, VP operations

- The project Manager shall ensure that all design input requirements relating to the project are specified/documented.
- The Project Leader shall also ensure that any applicable statutory and Regulatory requirements shall be identified and documented in the project plan and their selection reviewed for adequacy. Incomplete, ambiguous or conflicting requirements shall be resolved with those responsible for drawing up these requirements. Design input shall take into consideration the results of any work order review activities.
- The Project Manager shall also be responsible for ensuring that a Review Team reviews these requirements for adequacy.



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### 7.3.3 DESIGN AND DEVELOPMENT OUPUTS

Responsibility: Project Leader

The Project Leader shall ensure that the design output is documented and Reviewed to ensure that the design output shall

- Meet the design-Input requirements
- Developed HLD, LLD and GUI Screens
- Identify those characteristics of the design that are crucial to the safe and proper Functioning of the product

### 7.3.4 DESIGN AND DEVELOPMENT REVIEWS

The design review is carried out by Developer/Project Leader & Testing member to ensure feasibility of development and testability . The Project Manager maintains records of such reviews.

### 7.3.5 DESIGN AND DEVELOPMENT VERIFICATION

Design Verifications are done by conducting unit testing by development team at various stages and reviewing the output by before delivery and the records are maintained as per the Design methodology.

### 7.3.6 DESIGN AND DEVELOPMENT VALIDATION

Acceptance of the software item by the customer is treated as Design validation. Records are maintained by the project Manager.

### 7.3.7 CONTROL OF DESIGN AND DEVELOPMENT CHANGES

The Project Leader ensures that all design documents are subjected to Documentation control and change management.

Project Leader ensures that all design changes are identified, documented, reviewed and approved. This shall be controlled by the change control

## 7.4 PURCHASING

### 7.4.1 PURCHASING PROCESS

**Responsibility:** Vice President Operations

VEKOMY has established and maintains documented procedure to ensure that the purchased product conforms to specified requirements. The type and extent of control applied to the purchased products shall be dependent upon the effect of the purchased product on subsequent product realization or the final product.

Suppliers as on 20-08-2013 are considered as approved suppliers based on their previous Performance. Executive purchase shall prepare the suppliers List

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## 7.4.2 PURCHASING INFORMATION

VEKOMY ensure that the Purchase orders contain data clearly describing the product ordered and also to ensure that the purchasing documents or orders are reviewed and approved for adequacy of specified requirements prior to release.

## 7.4.3 VERIFICATION OF PURCHASED PRODUCT

Executive purchase ensures that the material received are handed over to System Manager, Who intern check the purchase products are as per requirement. He will maintain the records of inspection and acceptance.

Refer: purchase procedure: VTP-P/AD

## 7.5 PRODUCTION AND SERVICE PROVISION

### 7.5.1 Control of Production and Service provision

VEKOMY identified and planned the Staffing services, and Software development, which directly affect Quality and ensure that these processes are carried out under controlled conditions. This includes.

- a) Continuous monitoring and /or compliance with documented procedures required to ensure that the specified requirements are met.
- b) Before the project starts all the processes, equipment to be used in the software development will be approved by Project Manager in compliance with project Management Plan.
- c) The senior developer will ensure that personnel assigned to Projects are Qualified on the basis of appropriate education, Training and /or Experience as Required.
- d) Project Manager will ensure that the software development is carried out under controlled conditions.

#### **Controlled Conditions Will Include:**

- Development and Implementations as per the project plan
- Specification of development methodology and implementation rules, which are agreed with the customer and informed to the persons concerned for software development
- Specification of standards, rules practices and conventions to be followed And Techniques to be used for the software project. These will be identified in the Project plan and will be made available to the programmers for the development of the software product.
- Reviews will be conducted to ensure that the requirements are being met
- Qualified personnel will be employed in the process of Software development/Programming Recruitment activities
- Suitable working environment
- Suitable maintenance of Equipment. Maintenance of Hardware equipment Like PCs, Printers, Scanners, Air –Conditioners will be undertaken for improvement of the product to be delivered
- The Implementation of release and delivery activities

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## 7.5.2 VALIDATION OF PROCESSES FOR PRODUCTION AND SERVICE PROVISION

**This clause is excluded**

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## 7.5.3 IDENTIFICATION AND TRACEABILITY

**Responsibility:** Project Manager & Manager System admin

VEKOMY has established and maintains the documented procedure for identifying the project by giving suitable unique number

Unique identification of the version of each software items. The identification is taken care by the software by the name of the product/number.

Unique identification of the version of the software product along with the associated set of software items. Identify the build status of software products in development, maintenance delivered and installed. Provide co-ordination for the updating of multiple products in one or more locations as required. Identify and track all actions and changes resulting from a change request from initiation up to release.

## 7.5.4 CUSTOMER PROPERTY

VEKOMY exercise care with customer property while it is under organizations control or being used by the organization. VEKOMY identify, verify, protect and safeguard customer property provided for use or incorporation in the product

## 7.5.5 PRESERVATION OF PRODUCT

**Responsibility:** Project Leader

In the context of VEKOMY's Business, this shall be mainly applicable to the storage, preservation And Delivery of the products only.

The Project Manager shall ensure that the software item/media is handled carefully to prevent damage or deterioration.

The Project Manager ensures that secure storage areas are provided to prevent damages or Deterioration of the product/media pending use or delivery and the storage of records related to Projects.

The Project Leader ensures that the software product is delivered to the customer and that the quality of the product after final inspection and test is maintained.

The Software development shall be preserved from any damage due to virus in the system till it is delivered to the client as per the order. VEKOMY ensures that a documented procedure for the same is maintained and implemented.

## 7.6 CONTROL OF MONITORING AND MEASURING EQUIPMENT

In VEKOMY Testing tools are used. The results of testing tools validation is maintained .

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## **8. MEASUREMENT, ANALYSIS AND IMPROVEMENT**

### **8.1 General**

VEKOMY shall and Implement the Monitoring, measurement, analysis and improvement processes Needed.

- To demonstrate conformity of the product
- To ensure conformity of the quality Management system
- To continually improve the effectiveness of the Quality management System

## **8.2 MONITORING AND MEASUREMENT**

### **8.2.1 Customer Satisfaction**

VEKOMY Monitors information relating to customer perception as to whether VEKOMY has met customer requirements. The objective of the CSSR is to solicit information from the customer in as critical manner as possible in order to help “Vekomy Technologies (India) ltd” , serve its customers better. The method through which VEKOMY meets the Customer Requirements is done as follows.

- Project management Meetings on Monthly Basis or on event driven basis
- Internal Audits
- Delivery Status Reports

### **8.2.2 INTERNAL AUDIT**

**Responsibility:** Management Representative

VEKOMY has established and maintain the documents procedure for planning and Implementing internal audits to verify effectiveness of the Quality System.

The Management Representative is responsible for Planning, Organizing and conducting the internal audits of all the activities addressing all the elements of the Quality Management System (ISO 9001; 2008)

Audits shall be scheduled on the basis of the status and importance of activity.  
 Audits shall be performed by the trained auditor, a person independent of the activity Being audited. The concerned Manager /project Leaders shall ensure that timely Corrective action is taken for Non conformances reported during the audits.

Follow up of the audit shall verify and record the implementation and the corrective Action taken.

The audit reports with the observations, Non conformances shall be reviewed for EffectiVTPess of Quality in the Management review Committee meetings.

**Reference:** VTP-QSP/IAP

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### 8.2.3 MONITORING AND MEASUREMENT OF PROCESSES

**Responsibility:** Project Manager, Testing Team

VEKOMY has applied suitable methods for monitoring and , where applicable , measurement, of the quality Management system processes. These methods shall demonstrate the ability of the processes to achieve planned results. When Planned results are not achieved, correction and corrective action shall be taken as appropriate to ensure conformity of the product

Monitoring is done through Internal Audits, Monthly Project Review Meetings & Causal Analysis meetings of the respective practice

### 8.2.4 MONITORING AND MEASUREMENT OF PRODUCT

VEKOMY shall Monitor and measure the characteristics of the product to verify that product Requirements have been met through verbal, E-mail, and specifications that are Maintained under the concerned project folder. This shall be carried out as appropriate stages of the product realization process in accordance with the planned arrangements.

Software development process is verified by Testing the as per Test plans , Test results , bug reports are maintained

### 8.3 CONTROL OF NONCONFORMING PRODUCT

VEKOMY establishes and maintains documented procedure to ensure that the product conforms to the specified requirements and is prevented from intended use or installation. This control shall provide for identification, documentation, evaluation, segregations and disposition of the Non-conforming product.

This shall be applicable to all services that does not conform to specified requirements is prevented from inadvertent use of installation

**Reference:** VTP-QSP/CNP(S)

### 8.4 ANALYSIS DATA

**Project Manager** shall identify the need for statistical Techniques for Establishing Controlling and verifying the Capability of the process and also the Product Characteristics to Satisfy the Customer and Establish and maintain the documented Procedures for Implementation of those techniques.

This shall be applicable to Statistical Techniques used for analysis of data for Improvement of non-Conformances.

Project Manager is responsible for ensuring that Software metrics are collected & Analyzed. He/She shall be responsible to ensure that the metrics are analyzed and reported to the Management whereas the Testing member communicates the Metrics data to the Project Teams

Metrics are identified to verify the Acceptability of process Capability and product characteristics. Statistical techniques are used once the required metrics like No. of Bugs, Man-hours for development and testing are collected from projects.

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## **8.5 IMPROVEMENT**

### **8.5.1 CONTINUAL IMPROVEMENT**

VEKOMY shall continually improve the effectiveness of the Quality Management System through the use of

- Quality Policy
- Quality Objectives
- Change requests
- Audit results, Analysis of data
- Corrective action
- Preventive action and Management Review.

### **8.5.2 CORRECTIVE ACTION**

VEKOMY has established and maintains the documented procedures for implementing Corrective actions to eliminate the causes of actual Non-conformities in order to prevent Recurrence.

This is applicable to the entire Corrective Actions taken to eliminate the causes of actual Non-conformities in product, Process or Quality System.

VEKOMY has established and maintains the documented procedure(S) for implementing Corrective actions for customer complaints, if any and ensure effective handling of the Same.

**Reference:** VTP-QSP/CAP

### **8.5.3 PREVENTIVE ACTION**

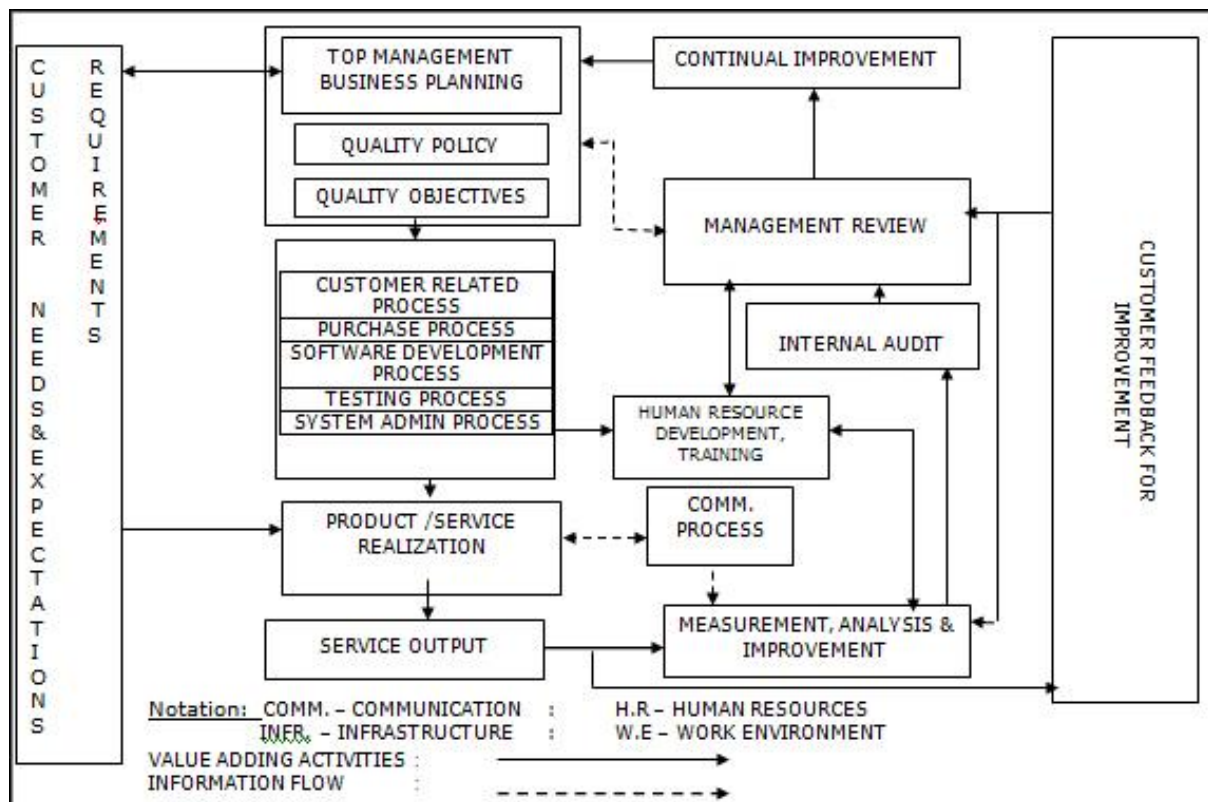
VEKOMY determine action to eliminate the cause of potential Non-conformities in order to Prevent Their Occurrence. A documented Procedure for Implementing Preventive action is established.

This is applicable to the team or other concerned functionaries to eliminate the causes of actual and potential non-conformities in process, product or Quality System.

VEKOMY shall establish and maintain documented procedures for implementing preventive actions for customer complaints, if any ensure effective handling of the same.

**Reference:** VTP-QSP/PAP

**Annexure- A1  
Process Interactions**

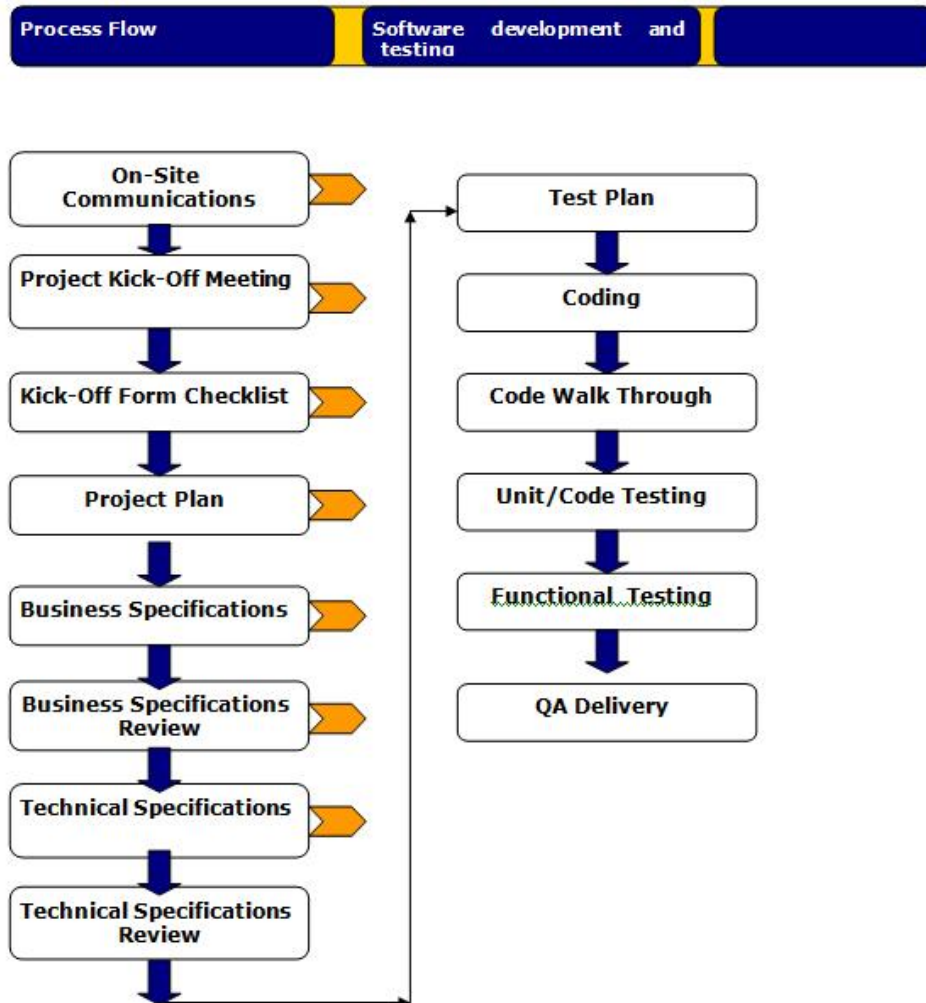


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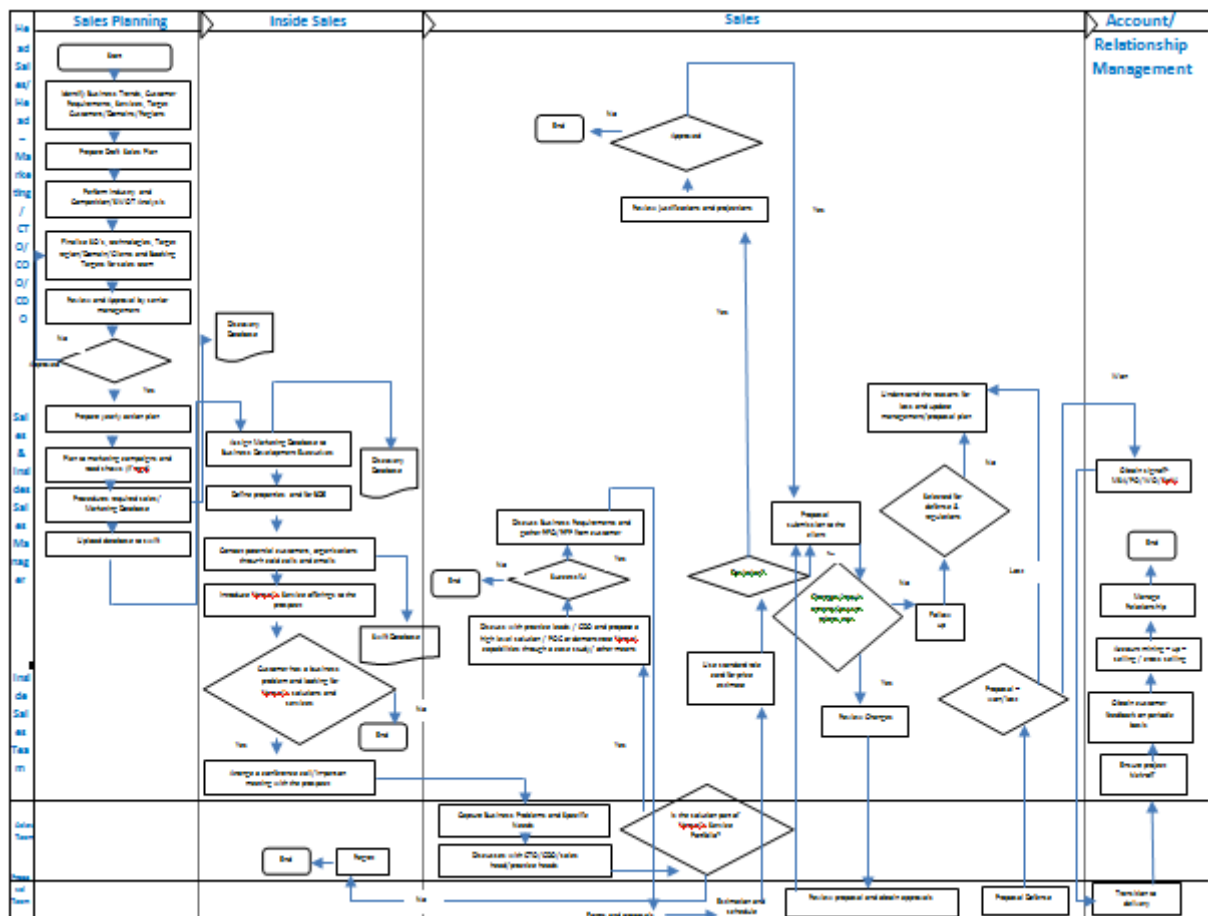
**Annexure- A2**  
**Software development Process**



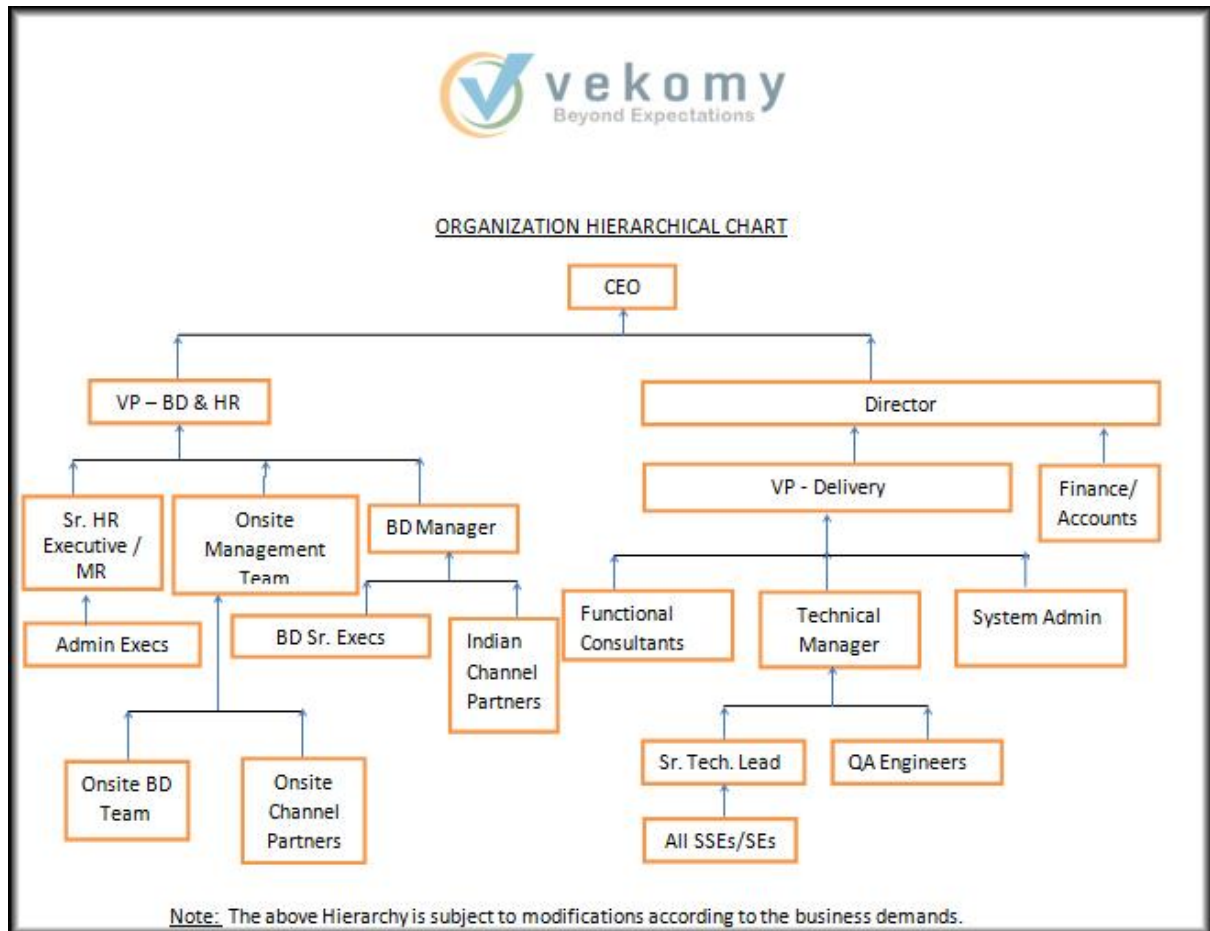
**PROCESS INTERACTION OF SOWATER DEVELOPMENT AND TESTING**



### Annexure- A3 Sales Process Map



**ANNEXURE-B**  
**Organization Chart**



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<b>Version</b>	<b>Change Remarks</b>	<b>Date</b>	<b>Author</b>	<b>Approver</b>
1.0	Initial Document	20-Aug-2013	Sudhakar	Pavan Reddy
1.1	A few cosmetic changes done	31-Oct-2013	Sudhakar	Pavan Reddy
1.2	Rephrased scope after Internal Audit	10-Feb-2014	Sudhakar	Pavan Reddy
1.3	Rephrased scope and Discoed 7.5.2, Added Exclusion and Justification, few changes in Organizational Chart	22-Feb-2014	Harika	Pavan Reddy