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**Your Company Name**

# ISO 9001 Quality Manual

**Revision History**

Version	Revision Date	Revised by (Name & Designation)	Page No	Revision Description	Approved by (Name & Designation)

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## 1. Introduction

This document defines the Company's position on quality management system. It is applicable across the Company and is also subject to amendment at any time depending upon the changes in business requirements or environment with approvals.

Your Company Name is a leading provider of Information Technology Enabled Services (ITES), with a focus to support companies across the globe to effectively manage their business process. We are committed to all aspects of data mining, data cleansing, data normalization and data standardization. We are trained to create and manage a diverse variety of content.

Your Company Name follows ISO 9001-2015 processes to put technology and analytics to work, which help our clients derive in-depth data insights, control costs, strengthen market engagement, manage risk and compliance, and in-effect stay competitive.

Your Company Name leverages a set of skilled man power, decades of experience and use of technology to deliver services to its esteemed customers. Over the years, Your Company Name has addressed specific business needs of customers across industries, thus earning the status of "preferred partner" of various corporations.

Our business process and multi-industry domain expertise, in running complex back-office operations, helps us drive the best across business operation needs, bringing true value to our esteemed customers.

## 2. Process Approach

Your Company Name encourages the use of a process approach during the development, implementation and improving the effectiveness of the Quality Managements System. The application of the process approach enables:

- Understanding and consistency in meeting requirements;
- The consideration of the processes in terms of adding value;
- The achievement of effective process performance; and
- Improvement activity based on the evaluation of data and information.

### 2.1 Plan-Do-Check-Act

The operation of the Quality Management System is achieved by using the Plan-Do-Check-Act (PDCA) cycle with a focus on risk-based thinking, leveraging opportunities and preventing undesirable results. (PDCA) Cycle can be briefly described as follows:

- **Plan:** Establish the Quality Objectives relevant to Quality Management System and its processes, plan for the resources needed to deliver results in accordance with customers' requirements and organizational policies, identify and address business risks and opportunities;
- **Do:** Implement what was planned;
- **Check:** Monitor and (where applicable) measure the processes, the resulting services against policies, objectives, requirements and planned activities, and report the results; and
- **Act:** Taking actions to improve the Quality Management System's performance, as necessary.

### 2.2 Risk-Based Thinking

Your Company Name applies the concept of risk-based thinking, as extension of the corrective and preventive action process. The corrective and preventive action process objective is to eliminate potential nonconformities. Risk-based thinking is integral to operation of an effective Quality Management System. Planning and implementation of actions to address risks creates a basis that increases the effectiveness of the Quality Management System, by achieving improved results and prevent negative effects.

### 3. Terms and Definitions

For the purpose of this Quality Manual, the terms and definitions given in ISO 9000:2015 apply to this document.

### 4. Context of the Organization

#### 4.1 Understanding the organisation and its context

In determining the scope of the QMS applied and the services provided, we have considered the internal and external issues relevant to our strategic direction to establish the boundaries and applicability of the QMS applied.

The Organizational Context involves:

- Understanding Organization's core services;
- Identifying "interested parties" (stakeholders) are those who receive our services, or may be impacted by them; Identifying and understanding the needs and expectations of interested parties; and
- Determining the scope of the quality management system.

Internal and external issues that impact Your Company Name positively and/or negatively include:

Internal	External
Values	Customers & Suppliers
Strategy	Subcontractors
Competence	Legal, Regulatory & Statutory Requirements
Culture	Political, economic, social, technological
Knowledge	Markets & competition
Performance	Technological trends and innovations

#### 4.2 Understanding the needs and expectation of interested parties

Your Company Name has determined the interested parties who are relevant to the Quality management system and the requirement of the interested parties in order to prevent the potential effect on the organization's ability to consistently provide services which meet the customer and applicable statutory and regulatory requirements.

Your Company Name's internal and external issues and the needs of interested parties are identified using the SWOT Analysis Process. The outcome is to identify risk facing Your Company Name and/or its interested parties. Such issues are monitored and updated as appropriate, and discussed during Management Review Meetings.

Interested Parties	Requirements	Monitoring & Review mechanism
Management	1) Good financial performance, legal compliance/avoidance of fines 2) Profitability & growth	1) Monthly Performance review with TOP Management
Vendors/Suppliers/ External providers	1) Specification communication 2) Payment as agreed 3) On time Supply of material 4) Technology support 5) Good Working Relationship	1) Defined in the Vendor Management 2) Review in Management review meetings 3) Contracts and Scope of Work

Customers	1) Quality of Service 2) Delivery of Service on time 3) Response to complaints 4) Proper Communication channel 5) Competitive price	1) Defined in the documented information of respective projects 2) Review in Management review meetings
Statutory & Regulatory Body	Complying with the statutory and regulatory requirements as defined from time to time.	1) Review in Management review meetings
Employees	1) Management support 2) Payments on time 3) Professional Development 4) Employment Security	1) Accounting Control of management 2) Performance Appraisal

### 4.3 Determining the scope of the quality management system

This Manual has been written to comply with the requirements of ISO 9001:2015 Quality Management Systems. This manual outlines the methodology by which we manage our QMS. It provides a means to:

- demonstrate ability to consistently provide services that meet customer and applicable statutory and regulatory requirements, and
- aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

Your Company Name has determined the scope of the Quality management system by considering external and internal issues, the requirement of relevant interested parties and Service of the organization.

#### Facilities within the Scope of the Quality Management System:

The quality system applies to all processes, activities and employees within the company. The facility is located at:

**Meghna Heavens, T. Narasipura Main Road, Nadanahalli, Alanahalli, Mysuru, Karnataka 570028**

**# 579/2, D.Subbaiah Road, Mysuru 570004**

The scope is to establish a procedure for implementation, monitoring and maintenance of a Quality Management Systems and Continuously improve its effectiveness.

All the business processes of Your Company Name leading to customer satisfaction and employee value addition.

### 4.4 Quality management system and its processes

The Quality Management System defines:

- The processes needed;
- Their sequence of interactions;
- Performance indicators;
- Resources needed;
- Responsibilities/authorities;
- How risk and opportunities are determined;
- How processes and changes implemented to achieve their intended results; and
- How Quality Management System processes are improved.

**Our Quality Management System Structure:**

- Quality Policy;
- Quality objectives;
- Quality manual;
- Operating procedures;
- Work instructions and process procedures;
- Production and quality plans; and
- Customer supplied documentation such as specifications, work instructions, etc.

**5. Leadership****5.1 Leadership & Commitment**

Organization's Leadership team is committed to the development and implementation of a Quality policy which is compatible with the strategic direction and the context of the organisation, the whole system is frequently reviewed to ensure conformance to ISO 9001:2015 standards. Responsibility has been assigned to ensure that the Quality Management System conforms to the requirements of the respective standard and the provision to report on performance to the top management team has been defined.

This is achieved through regular monthly meetings to discuss new processes, existing issues, and performance related data. We also have Monthly company communication meetings with all Leadership teams, where the Senior Management provide information on the strategic direction of the company, progress towards objectives, and project updates.

The Senior Management will ensure that all the employees are aware of the importance of meeting customer as well as statutory and regulatory requirements, and overall, to contribute to achieving Organization's Quality Policy and Objectives which are aligned with the organisations strategic direction.

This commitment is outlined through the following means:

- Project KPIs and objectives to continually improve processes at all levels and deliver a Quality service to our customers.
- Annual improvement plans across all departments with a focus on process improvements.
- Company-wide risk register.

**5.2 Quality Policy**

The Management Team establishes, implements and maintains the Quality Policy that:

- Is appropriate for the purpose, context and supports the strategic direction of the organization;
- Provides a framework for setting quality objectives;
- Includes a commitment to exceed customer expectation; and
- Includes a commitment to Continuous improvement.

**Our Quality Policy:**

**We are committed to provide quality services to our customers by**

- **Exceeding customer expectations**
- **Continuous improvement in all our endeavours**
- **Adding value to employees and partners**

We strive to achieve this by continually improving our quality management system through following established processes and procedures:

- Monitoring and acting promptly on customer feedback

- Create and nurture people by continuous education and training
- Regular Internal audits and closure of audit findings
- Regular Management reviews

#### Communicating the Quality Policy and Objectives:

Your Company Name 's Management Team shall provide communication to the organization regarding the effectiveness of the Quality Management System. Internal communication is provided through the media and forums shown below:

- Quality Policy
- Customer Satisfaction Results
- Operational Meetings
- Management Reviews
- Intranet, and
- Postings

#### Your Company Name Quality Objectives:

QMS Objectives		
Objectives	Target	Frequency
Customer Satisfaction Score	$\geq 85\%$	Annual
Employee Engagement – Gallup survey score	$\geq$ global average (75%)	Annual
Employee Retention	$\geq 85\%$	Annual
Continually improving internal process in order to exceed client requirements	$\geq 95\%$	Bi-Annual

### 5.3 Organisational roles, responsibilities and authorities

Responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization ensuring that the quality management system conforms to the requirements of ISO 9001:2015. The management team ensure the processes are delivering their intended outputs and report on the performance of the system to promote customer focus and the integrity of the QMS.

Members of Your Company Name 's Management Team include, the CEO and Senior Management.

The Management Team and authorized designates have the organizational freedom and authority of:

- Formulating the Quality Policy, business plan and objectives;
- Assigning authorities and responsibilities;
- Appoint the Management Representative;
- Encouraging continuous improvement through corrective actions;
- Promoting team work and cooperation at all levels creating a positive work environment;
- Periodically reviewing the quality system's effectiveness;
- Provide internal communication relative to effectiveness of the Quality Management System;
- Meeting requirements of the standard, the Your Company Name 's Quality Policy, stated objectives, customer satisfaction; and
- To provide the resources and personnel necessary to maintain the system.



**Management Representative:**

- Promoting awareness of customer requirements Preparing and revising the QMS documents (namely Quality Manual, Quality system procedures and other documentations).
- Ensuring the compliance of all the functions as per the ISO 9001:2015 standard.
- Preparing Audit schedules, Conducting Internal Audits, preparing audit reports, Writing Nonconformity reports.
- Communicating to the Top Management on Quality issues / Non-conformities & Audit reports Measuring & Monitoring the process performance.
- Initiate necessary corrective and preventive action.
- Review of Quality policy periodically Time to time review of all the functions, to check the effective implementation of Quality Management system.

**Organization Chart and Back-Up Structure**

Activity	Stake Holder	Back-Up Stake Holder
Operation issue that includes final legal training (other than IT) purchase and security	Sr. Director-Operations	Sr. Director-Customer Success
Business Process, IT and Customer Interaction	Sr. Director-Customer Success	Sr. Director-Operations
QMS, Maintenance, Review and Approvals	Sr. Director-Operations	CEO
All staffing and training process	Director - HR	Sr. Director-Operations

- The Directors shall be responsible for every Department and Vertical Process complete management
- Supporting Departments, Vertical Processes Managers and Leads shall report to Directors Directly
- The CEO shall be directly interacting with Directors for better management of whole organization

**Back-Up Structure**

- Organization's CEO shall be the Back-Up person for all "Operations" and "Delivery" Directors
- Directors shall be the Back-Up persons for selected responsibilities of CEO
- Director Operations shall be the Back-Up person for Admin, HR and Accounts/Finance Functions
- Director Customer Success shall be the Back-Up person for all projects delivery
- Additional Back-Ups shall be created in case of emergencies

**6. Planning****6.1 Actions to address operational risk and opportunities**

Your Company Name maintains a Project-wise risk register that is regularly reviewed and updated. All risks are rated in relation to their Impact and the likelihood of occurrence, with any necessary action stated to ensure any undesirable effects are minimized. Opportunities to prevent or reduce undesirable effects and achieve improvement are also realized through this process.

The Management Oversight and Customer Focus shall be categorized into three sub categories

- Annual Organization Business Meeting
- Monthly Vertical Processes Performance Review Meeting
- Weekly Operational Review Meeting (All Supporting Departments)

**Annual Organization Business Meeting:**

In this annual exercise, SWOT (Strengths-Weaknesses-Opportunities-Threats) or equivalent parameters related to the organization in every aspect shall be discussed in detail based on facts and figures available. Stake holders from various Departments/Processes are identified. Functioning of every Vertical Process and Supporting Department shall be analyzed in detail to understand the status quo. And what are all organization's strengths, inherent weaknesses, threats, threat perceptions and the new areas of opportunities are discussed in detail. How to convert weaknesses and threats into strengths and opportunities are discussed and understood comprehensively. Senior Management of the Organization shall drive every improvement aspect discussed.

#### **Monthly Vertical Processes Performance Review Meeting:**

In this monthly exercise the Senior Management represented by CEO shall look deeper into quality, productivity performance of every Vertical Process represented by respective process Lead/Manager with supporting facts and figures (Dashboard Reports). Meaningful information shall be extracted from each report and shall be analysed to understand the status quo. The best solution to every problem area shall be discussed and suitable Turn-Around-Time (TAT) shall be set to implement the solution. Best practices implemented and being followed in a Vertical Process shall be shared among and tried in different Vertical Process if suitable and Customer feedback shall be discussed and appropriate actions taken

#### **Weekly Operational Review Meeting (All Supporting Departments):**

This weekly exercise is basically the Senior Management Review process wherein detailed discussion is carried out to understand status quo of every supporting department like HR, Admin (basic infrastructure facility), IT (Internet, Hardware and Software) and Accounts/Finance. Any issue/concern that requires immediate budget and implementation shall be discussed with "Turn-Around-Time" (TAT) and other strategic issues that require long term planning and implementation shall also be discussed with "Turn-Around-Time" (TAT). Pending issues and concerns that are not implemented within set TAT are also analysed and extended TAT is again set.

In every category discussed above "**Customer Focus**" is an inevitable ingredient and every issue/concern discussed and implemented shall directly or indirectly address customer requirement/demand. Organization strongly believes in the adage "Customer is the King" and hence every vertical process and department coherently work towards addressing "What customer requires and demands".

Every Vertical Process and Supporting Department functions as per clear cut planning process where in Production and Quality parameters of Vertical Processes are planned and executed in line with client requirement. Supporting Departments function as per clear cut planning to provide basic infrastructure facilities to human resource

Possible risks in IT domain are mitigated by having additional/buffer ISP connectivity, Laptops/Desktops, Hardware accessories and alternate software supports. Around the Clock Security Service to provide security services, Fire Extinguisher facility to address fire accident risk and First-Aid kit to address health issues. Risks in vertical processes are mitigated by employing buffer human resources, additional training sessions to address quality concerns and additional quality check

In HR domain, attrition and probable attrition are compensated by hiring required human resources.

## **6.2 Quality Objectives and planning to achieve them**

The organization has set quality objectives that are relevant to the business and its strategic direction. Objectives are consistent with the quality policy, measurable, monitored, communicated and reviewed periodically.

Since the nature of business of each Vertical Process is very different, Quality Objectives are drawn up separately for each process which is based on Quality Policy and Customer expectations.

When Quality Objectives are established, the following will be taken into consideration:

- The current and future needs of the business, industry and interested parties;
- Relevant to findings from internal audits and management reviews;
- Monitor process performance (effectiveness, efficiency, conformance);
- Monitor customer satisfaction;
- Results of Strategic Planning; and
- Quality performance.

When planning how to achieve a Quality Objective the following actions will be determined:

- What needs to be done;
- What resources are required;
- Who will be responsible or the owner of the objective;
- When will the objective be completed; and
- How will the results be measured and evaluated.

### 6.3 Planning of Changes

Where Changes are identified the organization manages change in a planned and systematic manner which maintains the integrity of the system and considers any potential consequences including resources and responsibilities. Changes to the system are discussed during manager's meetings and then presented to the Senior Management for review and approval.

During the change process the following will be taken into consideration:

- The reason for the change and the potential effects;
- The integrity of the quality management system;
- The availability of resources; and
- The assignment or reassignment of responsibilities and authorities.

## 7. Support

### 7.1 Resources

Your Company Name determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the Quality Management system.

Organization has provided the persons necessary for the effective implementation of the QMS and for the operation and control of its processes.

Your Company Name has installed the key infrastructure necessary for the optimum performance of their processes. Infrastructure requirements are evaluated during Senior management meetings and management reviews. All infrastructure is recorded and maintained as per the documented schedule.

We provide and maintain an environment necessary for the operation of our processes and to achieve conformity of services. These include a number of factors: Psychological – suitable working conditions with regular breaks, flexible working hours and a supportive management team. Physical – working environments are well balanced between the need to meet customer requirements and to protect our employees' physical health.

We ensure that all relevant equipment and personnel are monitored and measured to ensure that equipment and personnel are effective for the services we offer.

**Equipment:** We ensure that all equipment is serviced and maintained.

**Personnel:** We ensure that all personnel are monitored on a regular basis. We maintain training document as evidence.

The knowledge necessary for the operation of these processes is maintained to achieve conformity of services that we offer. When addressing changing needs and trends the management team considers our current knowledge and determines how to acquire the necessary additional knowledge and required updates. The additional knowledge will be shared with internal or external parties where necessary.

## 7.2 Competence

All employees have the training and skills needed to meet their job requirements. All employees are monitored on an ongoing basis to identify any training and development needs. Competences and training needs are identified by

- Job descriptions which set out the competences required
- Contracts of employment which set out contractual and legal requirements
- Appraisal reviews to monitor performance
- Development plans to set objectives
- On the job reviews to ensure / check levels of competence
- A training / competency matrix

## 7.3 Awareness

We ensure that quality policy is communicated to all the employees through the following means:

- Displayed on notice boards
- Available on the company website
- Employee Handbook
- Awareness Training
- Induction

Employees are made aware of quality objectives and their contribution to the success of the QMS. Key Performance Indicators are displayed within departments and updated regularly.

## 7.4 Communication

For internal employees, the company sends email updates and has team meetings as its source of information.

All the communication details are updated in the respective project's Procedure Documents.

For external persons, the company website is a source of information and is updated regularly to ensure that information is up-to-date.

### Different modes of "Internal Communication" are:

- Regular Team Huddle to communicate process updates, announce and reward day-to-day best performers and celebrate team's performance

- “Skype Communication” to communicate issues/concerns regarding IT (Hardware and Software) and infrastructure that could hamper teams’ quality productivity and are urgent/important requiring immediate attention
- Periodical One-on-One Forum where in agents discuss their issues/concerns with Reporting Leads/Managers
- Written Communication from HR/Admin on Notice Board to address whole organization
- Written Communication within teams through E-Mail to share production and quality reports
- Written Communication among Vertical Processes and Supporting Departments regarding allocation of IT needs and basic infrastructure needs
- Written Communication in “Suggestion Box” where in any employee in the organization could give suggestion
- In some cases, internal communication could happen through briefing
- “Gallup Survey” conducted to understand and implement issues/concerns of employees
- “Trainer/Trainee feedbacks are collected to know the quality of training and understanding capacity of trainees
- Contact details and Email IDs of “Specific people in need” are published on notice board for assistance

**Different modes of “External Communication” are:**

- Periodical “Client Calls” to communicate organization’s performance and understand clients’ reaction and demands
- Daily written communication through E-Mail with client to share process’ quality productivity performance

Communication initiated by	Communication Details
Vertical Process Owners/Leads	<ul style="list-style-type: none"> <li>• Regular Team Huddle to communicate process updates, announce and reward day-to-day best performers and celebrate team’s performance</li> </ul>
Vertical Process Owners/Leads	<ul style="list-style-type: none"> <li>• “Skype Communication” to communicate issues/concerns regarding IT (Hardware and Software) and infrastructure that could hamper teams’ quality productivity and are urgent/important requiring immediate attention</li> </ul>
Vertical Process Owners/Leads with Team Members	<ul style="list-style-type: none"> <li>• Periodical One-on-One Forum where in agents discuss their issues/concerns with Reporting Leads/Managers</li> </ul>
Vertical Process Owners/Leads	<ul style="list-style-type: none"> <li>• Written Communication within teams through E-Mail to share production and quality reports</li> </ul>
HR/Admin	<ul style="list-style-type: none"> <li>• Written Communication from HR/Admin on Notice Board to address whole organization</li> </ul>
Vertical Process Owners/Leads and IT/Admin	<ul style="list-style-type: none"> <li>• Written Communication among Vertical Processes and Supporting Departments regarding allocation of IT needs and basic infrastructure needs</li> </ul>
Organization Employees	<ul style="list-style-type: none"> <li>• Written Communication in “Suggestion Box” where in any employee in the organization could give suggestion</li> </ul>
Vertical Process Owners/Leads, IT/Admin and HR	<ul style="list-style-type: none"> <li>• In some cases, internal communication could happen through briefing</li> </ul>
HR	<ul style="list-style-type: none"> <li>• “Gallup Survey” conducted to understand and implement issues/concerns of employees</li> </ul>
HR	<ul style="list-style-type: none"> <li>• “Trainer/Trainee feedbacks are collected to know the quality of training and understanding capacity of trainees</li> </ul>

Admin	<ul style="list-style-type: none"> <li>• Contact details and Email IDs of “Specific people in need” are published on notice board for assistance</li> </ul>
Vertical Process Owners/Leads	<ul style="list-style-type: none"> <li>• Periodical “Client Calls” to communicate organization’s performance and understand clients’ reaction and demands</li> </ul>
Vertical Process Owners/Leads	<ul style="list-style-type: none"> <li>• Daily written communication through E-Mail with client to share process’ quality productivity performance</li> </ul>

### 7.5 Documented Information

We have taken steps to provide documented information that is relevant and necessary for the effectiveness of the QMS.

Each time a new document is entered into the quality system a record is made of its title, the date it was issued and who created it. Every document is held electronically. Paper copies are also provided to internal departments for ease of use. All documents will be periodically reviewed and approved by authorized person.

Our processes and procedures documentation is controlled by version and date and is listed on a “Master Document List”.

Control of documents can be seen on the Master Document List and encompasses the following elements: -

- Distribution, Access, Retrieval and use
- Storage and preservation
- Control of changes (e.g. version control)
- Retention and disposition

The following are treated as Quality Documents:

- Quality Policy and Objectives
- Process Documents
- Process Flowcharts
- Forms and Reports

Documents can be retrieved by authorised personnel from the storage locations specified and / or from folders on the network. Customer records are identified by customer name.

On or after the retention period stated, the relevant records will be made obsolete/deleted.

If records are to be destroyed, they will be disposed of in a controlled manner; sensitive hard copies will be shredded and soft copies will be deleted from the system. If records are to be archived, they will be identified and stored appropriately.

Functioning of every Vertical Process and Supporting Department is clearly documented and followed, every addition/deletion in the process as per requirement is documented and approved by Senior Management with appropriate revision numbers. Each document is secured through password protection and all documents are uploaded into Google Drive in Read-Only mode.

## 8. Operation

### 8.1 Operation Planning and Control

Processes have been planned and implemented throughout the organization. Controls are applied within the processes to maintain consistency and prevent undesired outcomes, these are monitored through Key Performance Indicators. Resources are reviewed during Management Review and internal meetings. Documented information is stored within the system, and shared with internal and external parties to demonstrate the conformity of services.

### 8.2 Requirements for products and services

#### 8.2.1. Customer Communication

Customer communication include:

1. Providing information relating to services provided
2. Handling enquiries, contracts, including changes
3. Obtaining customer feedback relating to services, including customer complaints
4. Establishing specific requirements for contingency actions, when relevant

#### 8.2.2. Determining the requirements for products and services

When determining Requirements for Services offered to customers:

- a) the requirements for the services are defined, including:
  1. applicable statutory and regulatory requirements;
  2. those considered necessary;
- b) claims for services are verified.

#### 8.2.3. Review of requirements for products and services

Conduct a review of requirements before committing to provide services to a customer, to include:

1. requirements specified by the customer;
2. requirements necessary for the specified or intended use;
3. Your Company Name requirements;
4. applicable statutory and regulatory requirements;
5. contract requirements differing from those previously expressed.

#### 8.2.4. Changes to requirements for products and services

When there are changes to Requirements for Services, relevant documents are updated and relevant persons are made aware of the changed requirements.

### 8.3 Design and Development of Products and Services

#### 8.3.1. General

Your Company Name has established, implemented, and maintains a design and development process that is appropriate to ensure the subsequent provision of services.



### 8.3.2. Design and Development Planning

In determining the stages and controls for design and development, Your Company Name considers:

- a) The nature, duration, and complexity of the design and development activities;
- b) The required process stages, including applicable design and development reviews;
- c) The required design and development verification and validation activities;
- d) The responsibilities and authorities involved in the design and development process;
- e) The documented information needed to demonstrate that design and development requirements have been met.

### 8.3.3. Design and Development Inputs

Your Company Name determines the requirements essential for the specific types of services to be designed and developed. Your Company Name considers:

- a) Functional and performance requirements
- b) Statutory and regulatory requirements
- c) Standards or codes of practice that Your Company Name has committed to implement; and

### 8.3.4. Design and Development Controls

Your Company Name applies controls to the design and development process to ensure that:

- a) The results achieved are defined,
- b) Reviews are conducted to evaluate the ability of the results of design and development meet requirements
- c) Verification and validation activities are conducted to ensure that the design and development outputs meet the input requirements
- d) Any necessary actions are taken on problems determined during the reviews, or verification and validation activities

### 8.3.5. Design and Development Outputs

Your Company Name ensures that design and development outputs:

- a) meet the input requirements
- b) are adequate for the subsequent processes for the provision of services
- c) include or reference monitoring and measuring requirements, as appropriate

### 8.3.6. Design and development changes

Your Company Name identifies, reviews, and controls changes made during, or subsequent to, the design and development of services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements. Your Company Name retains documented information on:

- a) Design and development changes;
- b) The results of reviews;
- c) The actions taken to prevent adverse impacts

## 8.4 Control of Externally provided processes, products and services

Organization evaluates its' subcontractors and purchases only from those that can satisfy our quality requirements. Subcontractors are encouraged to seek quality improvement opportunities through prevention. Purchasing documents clearly and completely describes ordered products, including quality requirements. Purchasing documents are reviewed and approved prior to release.

Quality performance of all vendors is monitored. Suppliers showing inadequate performance are asked to implement corrective actions and are discontinued if there is no improvement. An approved vendor list is maintained.



Re-evaluation of Vendors is performed as specified in Vendor Management Process. Detailed rules and instructions for the evaluation, re-evaluation, and assessment of Vendors are given in Vendor Management Process.

We ensure that externally provided processes and services conform to requirements.

Controls – Apply controls to externally provided processes and services.

Type and Extent - We ensure that externally provided processes and services do not adversely affect our ability to consistently deliver conforming services to customers.

Information – We ensure the adequacy of requirements prior to their communication to external providers.

## 8.5 Production and Service Provision

Your Company Name ensures that controls are in place for conditions for service provision, including delivery and post-delivery activities.

Monitoring and measurement activities are planned at appropriate stages to verify that the output conforms to stated requirements.

Where appropriate, Your Company Name identifies its service or other critical process outputs by suitable means. Such identification includes the status of the service with respect to monitoring and measurement requirements. Unless otherwise indicated as non-conforming, all the service provided shall be considered conforming.

Your Company Name does not hold any customers' property, but if the occasion occurs, the same care will be taken as if it belonged to Your Company Name. It will be identified, labelled and allocated a position within the office premises it can be readily found when required. If for any reason the asset became damaged or it is found unsuitable for use, it will immediately be reported to the customers.

Your Company Name meets requirements for post-delivery activities associated with the services.

In determining the extent of post-delivery activities that are required, Your Company Name considers:

- Statutory and regulatory requirements;
- The potential undesired consequences associated with its services;
- The nature, use and intended lifetime of its services;
- Customer requirements; and
- Customer Feedback.

The Your Company Name operating system is set up to only allow certain authorised personnel to make process changes. The system stores and updates all detailed changes allowing only the latest revised document to be retained.

All necessary changes will be reviewed, authorised, and documented.

## 8.6 Release of Products and Service

Your Company Name has implemented planned arrangements, at appropriate stages, to verify that the service requirements have been met.

The release of services to the customer, do not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

Your Company Name retains documented information on the release of services. The documented information includes:

- Evidence of conformity with the acceptance criteria;
- Traceability to the person(s) authorizing the release.

## 8.7 Control of Nonconforming Outputs

Your Company Name ensure that nonconforming outputs are identified and controlled to prevent their unintended use or delivery.

RCA will be prepared and appropriate corrective action is implemented based on the nature of the nonconformity and its effect on the conformity of the services, which also apply to nonconforming services detected after completion of work. Documented information is retained describing any nonconformity and the action taken.

## 9. Performance evaluation

### 9.1 Monitoring, Measurement, Analysis and Evaluation

Process determines:

- What needs to be monitored and measured;
- The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- When the monitoring and measuring is performed;
- When the results from monitoring and measurement are analyzed and evaluated.

Your Company Name evaluates the performance and the effectiveness of the quality management system. It retains appropriate documented information as evidence of the results.

Your Company Name monitors customers' perceptions of the degree to which their needs and expectation have been fulfilled. Your Company Name sends survey questionnaire to all the customers once a year. Based on customer feedback received, appropriate actions will be taken.

Appropriate data is collected and analysed to demonstrate the effectiveness of the quality management system and to identify areas where continual improvement can be made.

### 9.2 Internal Audit

Procedures are established for a system of planned and documented internal quality audits to verify that the Quality Management System conforms to the planned arrangements as per ISO 9001:2015 requirements and effectively implemented and maintained. During this process it will be determined whether the system is effectively implemented and maintained.

The audit criteria, scope, frequency, methods, responsibilities and requirements for planning and conducting audits are documented in Internal Audit Procedure Document. Reporting of audit findings, who should action any non-conformance and the time frames for corrective action are also outlined in the procedure. Post audit follow ups, conducted by the auditor/s, to show that actions have been implemented are documented within the audit report.

### 9.3 Management Review

The Your Company Name Quality Management System (QMS) is reviewed at least annually at management review meetings. The review determines the continuing suitability of the QMS including its adequacy, effectiveness and ability in identifying opportunities for continual improvement. This meeting will be attended by all available members of the Your Company Name management team.

A review of the QMS is based on the information inputs to the management review. These inputs include the following:

- Analysis of collected data
- Changes in external and internal issues that are relevant to the quality management system

- The extent to which quality objectives have been met
- The performance of external providers
- Audit results
- Customer feedback
- Corrective actions including the current status
- Follow-up actions from previous management reviews
- Proposed changes that could have an effect to the QMS
- Opportunities for improvement

The outputs of the management review shall include decisions and actions related to:

- Opportunities for improvement;
- Any need for changes to the quality management system;
- Resource needs.

Minutes are taken at each management review meeting as a true record of conversations. These are then written up, distributed and maintained as a point of reference.

The minutes of the review will assign actions to the appropriate managers, outlining the expected outcome and timeframe.

## 10. Improvement

Your Company Name regularly identifies opportunities for improvement through the following activities:

- Management review Meeting
- Corrective action analysis and evaluation
- Customer feedback
- Internal or external audits
- The setting of quality objectives

All necessary actions will be implemented to ensure that customer requirements are met and customer satisfaction is enhanced.

When a nonconformity occurs, including any arising from customer complaints, Your Company Name :

- a) Reacts to the nonconformity and, as applicable:
  1. Takes action to control and correct it;
  2. Deals with the consequences
- b) Evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
  1. Reviewing and analyzing the nonconformity;
  2. Determining the causes of the nonconformity;
  3. Determining if similar nonconformities exist, or could potentially occur
- c) Implements any action needed;
- d) Reviews the effectiveness of any corrective action taken;
- e) Updates risks and opportunities determined during planning, if necessary; and
- f) Makes changes to the quality management system, if necessary.

Corrective actions are appropriate to the effects of the nonconformities encountered.

Your Company Name retains documented information as evidence of:

- The nonconformities and any subsequent actions taken; and
- The results of any corrective action.

Your Company Name is committed to continually improving the suitability, adequacy and effectiveness of their quality management system.

The results of analysis and evaluation, internal and external audits, and the outputs from management review are used to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

## 11. Processes

Procedure for every Department/Vertical Process mentioned here under are clearly documented and Flow Charts are also drawn with Inputs, Process Steps, Measurements, Outputs and Risks explained completely.

SI No	Department	Sub-Processes
1	HR	HR Annual Appraisal Process
2	HR	HR Job Description
3	HR	HR Staffing Process
4	HR	HR Standard Training Process
5	HR	HR Separation Process
6	Admin	Admin Procurement Process
7	Admin	Vendor Subcontract Management
8	IT	IT Systems Allocation Process
9	IT	IT Ticketing System Process
10	Management	Senior Management-Project Review Process

SI No	Vertical Process	Sub-Processes
1		
2		
4		
5		
6		
7		
8		