

## Quality Policy

Techwave is a global IT services provider focused on customer satisfaction by delivering quality products and services to our customers. We aim to achieve this by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015.

### **Top management is committed to:**

- Ensuring that customer and applicable statutory and regulatory requirements are determined, understood, and consistently met
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

### **Top management shall:**

- Take accountability for the effectiveness of the QMS
- Ensure the Quality Policy and Quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, to enhance customer satisfaction
- By promoting the use of a process approach and risk based thinking; resulting in all processes being established, documented, resourced appropriately, monitored and measured to ensure conformance to their intended results (Customer requirements, Business objectives, and applicable industry regulations and legislation)
- By ensuring that its entire staff is given sufficient training and development support to ensure competency for their area of work through education, training and experience; where appropriate communicate the importance of effective Quality Management and of conforming to the QMS requirements
- Engage, direct and support persons to contribute to the effectiveness of the QMS
- Through management's participation in the monitoring and measurement of the performance of the QMS is focused on acting on opportunities for continual improvement
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees and organizations working for or on our behalf. Employees and other organizations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived. This policy is available to relevant interested parties, upon reasonable request.

Damodar Rao Gummadapu

Chairman