

Quality Policy

Techwave is a global IT services provider committed to delivering high-quality products and services that ensure customer satisfaction. We 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, statutory, and regulatory requirements are determined, understood, and consistently met.
- Driving continual improvement of the QMS by identifying and addressing risks and opportunities that affect product and service conformity and customer satisfaction.
- Maintaining a strong organizational focus on enhancing customer satisfaction through quality and service excellence.

Top management shall:

- Take accountability for the effectiveness of the QMS.
- Establish and maintain the Quality Policy and Quality Objectives aligned with the company's context and strategic direction.
- Promote the use of a process approach and risk-based thinking to ensure that all processes are defined, documented, resourced, monitored, and measured for conformance with customer, business, and regulatory requirements.
- Provide appropriate training, and development opportunities to ensure employee competency, and communicate the importance of effective Quality Management and compliance with QMS requirements.
- Engage, direct, and support employees in contributing to the effectiveness and continual improvement of the QMS.
- Monitor and measure QMS performance to identify and act on opportunities for continual improvement.
- Support managers and leaders in demonstrating quality leadership within their areas of responsibility.
- Establish and maintain mutually beneficial partnerships with suppliers and other interested parties to enhance service delivery.

This policy will be communicated to all employees and to organizations working for or on behalf of Techwave. All personnel and partners are expected to cooperate in implementing this policy and to perform their work in a manner that minimizes risks to themselves, others, and the environment.

The policy will be reviewed annually by Top Management to ensure ongoing suitability and effectiveness. Revisions will be issued as necessary, and previous versions will be archived. This policy is available to relevant interested parties upon reasonable request.

Damodar Rao Gummadapu

Chairman