

QUALITY POLICY STATEMENT

MINDVERSE CONSULTING SERVICES is a SME IT Consulting Company focusing on CLOUD COMPUTING and DATA SCIENCE CONSULTING space across EUROPE & INDIA as CLOUD SOLUTION PROVIDER of MICROSOFT. We also provide additional support to our customers by deploying IT consultants on contract for their project requirements across EUROPE, we call this service as SKILL-PARTNERSHIP.

We are committed to delivering high-quality products and services that meet or exceed our customers' expectations and comply with all applicable standards and regulations.

We follow same quality standards for MINDVERSE CONSULTING SERVICES PRIVATE LIMITED, a company incorporated in INDIA and wholly owned subsidiary, MINDVERSE CONSULTING SERVICES LIMITED, a company incorporated in UNITED KINGDOM.

We are also committed to continuous improvement and innovation in our quality management system, which is in line with ISO 9001:2015 standard. We have established the following quality objectives and processes to ensure our quality performance.

- **CUSTOMER SATISFACTION:** We regularly collect and analyse customer feedback and complaints to identify areas of improvement and enhance customer loyalty.
- **EMPLOYEE COMPETENCE:** We provide training and development opportunities for our employees to improve their skills and knowledge and foster a culture of quality and excellence.
- **SUPPLIER PERFORMANCE:** We select and evaluate our suppliers based on their quality performance and reliability and maintain long-term partnerships with them.
- **PROCESS EFFICIENCY:** We monitor and measure our key processes and activities to ensure their effectiveness and efficiency and implement corrective and preventive actions when needed.
- **RISK MANAGEMENT:** We identify and assess the potential risks and opportunities that may affect our quality performance and take appropriate actions to mitigate or exploit them.
- **INNOVATION:** We encourage creativity and innovation among our employees and stakeholders and seek new ways to improve our products and services and create value for our customers.

QUALITY ASSURANCE MECHANISM FOR IT PROJECTS

- **PRE-PROJECT QUALITY ASSURANCE:** Before the start of any project, a detailed analysis is conducted to understand the customer's requirements. This includes a review of the project scope, objectives, and deliverables. The project plan is then developed in line with these requirements.
- **IN-PROJECT QUALITY ASSURANCE:** During the project, regular quality reviews are conducted to ensure that the work is being carried out as per the project plan and customer requirements. This includes code reviews, design reviews, and testing of the software at different stages of development.
- **POST-PROJECT QUALITY ASSURANCE:** After the project is completed, a final quality review is conducted. This includes a review of the project deliverables against the customer's requirements, as well as a review of the project management processes. Any lessons learned are documented for future reference.
- **CUSTOMER FEEDBACK:** After the delivery of the project, customer feedback is collected. This feedback is used to measure customer satisfaction and identify areas for improvement.
- **CONTINUOUS IMPROVEMENT:** The QA mechanism is not a one-time process, but a continuous one. The company is always looking for ways to improve its processes and deliver better quality to its customers. This includes regular training for employees, updating of processes and tools, and implementation of best practices in the industry.

QUALITY ASSURANCE MECHANISM FOR SKILL-PARTNERSHIP ENGAGEMENTS

- **PRE-CONTRACT QUALITY ASSURANCE:** Before entering into a contract with a client or a candidate, a detailed analysis is conducted to understand the requirements. This includes a review of the job description, required skills, experience level, and other relevant details.
- **CANDIDATE SCREENING:** A rigorous screening process is implemented to ensure that only qualified candidates are presented to the client. This includes reviewing resumes, conducting interviews, and verifying references and credentials.
- **CLIENT FEEDBACK:** Regular feedback is obtained from the client regarding the performance of the contract staff. This feedback is used to measure client satisfaction and identify areas for improvement.
- **PERFORMANCE MONITORING:** The performance of the contract staff is regularly monitored and reviewed. Any issues or concerns are addressed promptly to ensure that the client's requirements are being met.
- **COMPLIANCE CHECKS:** Regular compliance checks are conducted to ensure that all contractual obligations and regulatory requirements are being met.
- **CONTINUOUS IMPROVEMENT:** The QA mechanism is not a one-time process, but a continuous one. The company is always looking for ways to improve its processes and deliver better quality to its clients. This includes regular training for internal staff, updating of processes and tools, and implementation of best practices in the industry.

COMPLIANT MANAGEMENT MECHANISM

Our compliant management process involves following phases to ensure that the organisation operates within the boundaries of laws, regulations, and industry standards.

- **CAPTURE THE COMPLAINT:** The first step is to capture the complaint. We assign SPOC (Single Point of Contact) for every customer for relationship management. Customer can lodge a complaint with the SPOC for resolution.
- **ANALYZE THE PROBLEM:** Once the complaint is captured, the next step is to analyse the problem or issue. This involves understanding the customer's dissatisfaction and identifying root cause by doing a causal analysis.
- **IMPLEMENT THE SOLUTION:** After analysing the issue, the next step is to implement the solution. This could involve fixing the bug, improving a process, or providing additional training to staff.
- **FEEDBACK:** It is important to communicate with the customer throughout this process. Let them know that their complaint has been received, keep them updated on the progress we have made on ground and inform them when the issue/problem has been resolved.
- **PREVENT FUTURE COMPLIANT SIMILAR IN NATURE:** We use information/experience gained from the complaint resolution exercise to improve our services. This could involve making changes to our operational procedures or conducting awareness training to the employees to prevent the same issue from happening in the future.

This QA mechanism ensures that our company is consistently delivering high-quality services that meet or exceed the customer's requirements. It also helps in building trust and long-term relationships with the customers.

Our quality policy is communicated and understood by all employees and is reviewed periodically by the top management to ensure its suitability and alignment with our strategic goals.