

# Quality Policy

To be competitive and proactive in providing software solutions to customers by continuously striving to exceed their expectations.

We are committed to maximize Customer satisfaction by providing the best services & support. We put our endless effort on achieving excellence in manufacturing, quality, marketing, management and manpower by ongoing refinement in systems and process through R & D. This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities.

The aim is to achieve productivity, cost effectiveness and service levels of international standard and excel through continuous improvement in all areas and distinguish ourselves by the quality of our services. Achievement of this policy involves all staff who is individually responsible for their work.

We are committed towards improving quality of life for our employees, both at work and away. Improved work atmosphere, practices and culture is a pride for the company. Our objective is to bring our developers, designers, employees and customers close as a family to achieve better transparency and communications, improving the relationship and support for each other. We continuously strive to exceed customer satisfaction by building system and processes in place to ensure best quality of product at every stage and achieving commitments on delivery and services at right time.

Springforms processes, products and organizational structure are geared towards ensuring that every delivery to the clients passes through our stringent quality measures. This policy has engendered a work culture that believes in stretching innovative thinking to its limits and exhibiting a no-compromise attitude towards quality.

## **Quality Assurance**

We have also undertaken various initiatives such as implementing an organization wide Defect Prevention Program, Metrics Program, automation of processes and introduction of new tools. Our Quality Improvement Program is based on the business needs, technology changes, customer feedback, suggestions and process performance. We have also undertaken various initiatives such as implementing an organization wide Defect Prevention Program, Metrics Program, automation of processes and introduction of new tools. We have instituted processes that enable transition to new technologies and enable continuous process improvement.

## **Benefits**

Our customers have benefited as a result of fewer defects, reduction in cycle time and improved delivery capabilities. Springform has provided value-additions through improvement in the performance of the systems that have been outsourced, a reduction in the problems and failures, and improved stability. This has resulted in high levels of customer satisfaction and repeat business. Implementing the processes has trained our organization and people to be methodical and process-driven. We have introduced and improved upon best-of-breed industry practices and standards and thereby improved our delivery capability. Focus on quality has led to lower costs and improved efficiency within the organization.