INSORCE OPERATIONAL OPTIMIZERS PRIVATE LIMITED.

QUALITY MANUAL

(ISO 9001:2015)

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Index & Revision Record

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LIST OF ABBREVIATIONS

Insorce	Insorce Operational Optimizers Pvt Ltd.
ISO	International Organization for Standardization
CB	Certification Body
IA	Internal Audit
MRM	Management Review Meeting
MR	Management Representative
NC	Non-Conformance
NCP	Non-Conforming Product
NCR	Non-Conformance Report
Rev	Revision
QMS	Quality Management System
HOD	Head of Department
QP	Quality Procedure

Company Profile

3-Cubed is a leading Web-based product for optimizing operations and was launched in 2016 (and began operations in January 2018) with the objective to build the best integrated Web-based product in the market. Based in Hyderabad, Bangalore, and Mumbai, we are a firm organization that is acquiring marquee clients who are leading the Outsourcing industry globally. While carrying out our work, it became increasingly clear to us that a strong need existed for professional development and certification opportunities for client personnel with Business Transformation and Process Excellence responsibilities.

To meet such a need, we launched the 3-Cubed Digital Academy in 2021. The program is centred on a core philosophy that views training and knowledge as a strategic activity to be implemented across outsourcing organizations and as part of an integrated management system with close links to delivery and operations.

1.0 Scope

Insorce has demonstrated its ability to consistently provide service that meets customer and applicable statutory and regulatory requirements, and aims to enhance customer satisfaction through the effective application of the QMS system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

2.0 Normative Reference

ISO 9001:2015 standard.

3.0 Terms and Conditions

- **Interested Parties**: Person or Organization can affect or be affected by decision or activity.
- **Effectiveness**: Extent to which planned activities are realized and planned results are achieved.
- **Risk**: Effect of uncertainty on an expected results.
- **Competence**: Ability to apply knowledge and skills to achieve intended results.
- **Documented information**: Information required to be controlled and maintained by the organization and the medium on which it is contained.
- **Process:** Set of interrelated or interacting activities that transforms inputs to outputs.
- **Outsource**: Make an arrangement where an external organization performs part of an organization function or process.
- **Monitoring:** determining the status of a system, a process or an activity.
- **Measurement:** Process to determine a value.
- **Context of the organization**: Business environment.

4.0 Context of the organization

4.1 Understanding the organization and its context

Insorce has determined external and internal issues, that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended outcome of its Quality Management System. When determining relevant external and internal issues, Insorce has considered those arising from:

a) Changes and trends which can have an impact on the objectives of the organization.
b) Relationships with, and perceptions and values of relevant interested parties,
c) Government issues, Competitor action, strategic priorities, internal policies and commitments; and
d) Resource availability and priorities and technological change.

4.2 Understanding the needs and expectations of interested parties

Due to their impact or potential impact on the Insorce ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, Insorce has determined:

a) the interested parties (customer) that are relevant to the Quality Management System;
b) the requirements of these interested parties that are relevant to the Quality Management System.

Insorce monitor and review the information about these interested parties and their relevant requirements.

4.3 Determining the scope of the Quality Management System

Insorce has determined the boundaries and applicability of the Quality Management System to establish its scope.

When determining this scope, the Insorce has considered:

a) the external and internal issues;
b) the requirements of relevant interested parties;
c) the products and services of the organization.

4.4 Quality Management System & its process

Insorce has established, implemented, maintained and continually improved a Quality Management System, including the processes needed and their interactions, in accordance with the requirements of this International Standard.

Insorce has determined the processes needed for the Quality Management System and their application throughout the organization and determined:

a) the inputs required and the outputs expected from these processes;
b) the sequence and interaction of these processes;
c) the criteria, methods, including measurements and related performance indicators needed to ensure the effective operation, and control of these processes;
d) the resources needed and ensure their availability;
e) the assignment of the responsibilities and authorities for these processes;
f) the risks and opportunities in accordance with the scope activity, and plan and implement the appropriate actions to address them;
g) the methods for monitoring, measuring, as appropriate, and evaluation of processes and, if needed, the changes to processes to ensure that they achieve intended results;
h) opportunities for improvement of the processes and the Quality Management System.

The organization shall maintain documented information to the extent necessary to support the operation of processes and retain documented information to the extent necessary to have confidence that the processes are being carried out as planned.

We at Insorce have determined the following key processes for QMS. The Sequencing & Interaction of these processes is attached in Annexure-1.

Sequences and Interaction of Processes (Annexure - 1)

Leadership

5.0 Leadership and commitment

5.0.1 Leadership and commitment for the Quality Management System

Top management demonstrates leadership and commitment with respect to the QMS by:

a) taking accountability of the effectiveness of the Quality Management System;
b) ensuring that the quality policy and quality objectives are established for the Quality Management System and are compatible with the strategic direction and the context of the organization;
c) ensuring that the quality policy is communicated, understood and applied within the organization;
d) ensuring the integration of the Quality Management System requirements into the organization's business processes;
e) promoting awareness of the process approach;
f) ensuring that the resources needed for the Quality Management System are available;
g) communicating the importance of effective quality management and of conforming to the Quality Management System requirements;
h) ensuring that the Quality Management System achieves its intended results;
i) engaging, directing and supporting persons to contribute to the effectiveness of the Quality Management System;
j) promoting continual improvement;
k) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.0.2 Customer focus

Top management demonstrates leadership and commitment with respect to customer focus by ensuring that:

a) customer requirements and applicable statutory and regulatory requirements are determined and met;
b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
c) the focus on consistently providing products and services that meet customer and applicable statutory and regulatory requirements is maintained;

d) focus on enhancing customer satisfaction is maintained.

5.1 Quality policy

5.1.1 Top management has established, review and maintain a quality policy that:

a) is appropriate to the purpose and context of the organization;
b) provides a framework for setting and reviewing quality objectives;
c) includes a commitment to satisfy applicable requirements;
d) includes a commitment to continual improvement of the Quality Management System.

5.1.2 The Quality Policy is:

a) available as documented information;
b) communicated, understood and applied within the organization;
c) available to relevant interested parties, as appropriate.

Refer: Quality Policy & Objectives- Annex 2

5.2 Organizational roles, responsibilities and authorities

Top management ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization.

Top management assign the responsibility and authority for:

a) ensuring that the QMS conforms to the requirements of this International Standard;
b) ensuring that the processes are delivering their intended outputs;
c) reporting on the performance of the QMS, on opportunities for improvement and on the need for change or innovation, and especially for reporting to top management;
d) ensuring the promotion of customer focus throughout the organization;
e) ensuring that the integrity of the QMS is maintained when changes to the QMS are planned and implemented.

Refer: Organization chart - Annex 3

6 Planning for the Quality Management System

6.1 Actions to address risks and opportunities

6.1.1 When planning for the Quality Management System, the Insorce has considered the issues and the requirements and determine the risks and opportunities that need to be addressed to:

a) give assurance that the Quality Management System can achieve its intended results.
b) prevent, or reduce, undesired effects;
c) achieve continual improvement.

6.1.2 Insorce has plan:

a) actions to address these risks and opportunities;
b) how to:
   1) integrate and implement the actions into its QMS processes;
   2) evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.

6.2 Quality objectives and planning to achieve them

6.2.1 Insorce established quality objectives at relevant functions, levels and processes.

The quality objectives are:

a) consistent with the quality policy,
b) measurable;
c) take into account applicable requirements;
d) relevant to conformity of products and services and the enhancement of customer satisfaction;
e) monitored;
f) communicated;
g) updated as appropriate.

Insorce has retain documented information on the quality objectives.

6.2.2 When planning how to achieve its Quality Objectives, Insorce has determined:

a) what will be done;
b) what resources will be required;
c) who will be responsible;
d) when it will be completed;
e) how the results will be evaluated.

Refer: Quality Policy & Objectives- Annex 2

6.3 Planning of changes

Insorce determines the need for change to the QMS, the change is carried out in a planned and systematic manner.

Insorce consider:

a) the purpose of the change and any of its potential consequences;
b) the integrity of the Quality Management System;
c) the availability of resources;
d) the allocation or reallocation of responsibilities and authorities.

7 Support

7.1 Resources

7.1.1 General

Insorce determine and provide the resources needed for the establishment, Implementation, maintenance and continual improvement of the QMS.

Insorce has considered:

a) the capabilities of, and constraints on, existing internal resources;
b) what needs to be obtained from external providers. (Ref. outsourced processes)

7.1.2 People

To ensure that Insorce can consistently meet customer and applicable statutory and regulatory requirements, Insorce provide the persons necessary for the effective operation of the QMS, including the processes needed.

7.1.3 Infrastructure

Insorce has determine, provide and maintain the infrastructure for the operation of its processes to achieve conformity of products and services for.

a) buildings and associated utilities;
b) equipment including hardware and software;
c) transportation;
d) information and communication technology.

7.1.4 Environment for the operation of processes

Insorce has determined, provided and maintained the environment necessary for the operation of its processes and to achieve conformity of products and services.

Environment for the operation of processes includes physical, social, psychological, environmental and other factors (such as temperature, humidity, ergonomics and cleanliness).

7.1.5 Monitoring and measuring resources

Where monitoring or measuring is used for evidence of conformity of products and services to specified requirements Insorce determined the resources needed to ensure valid and reliable monitoring and measuring results.

Insorce ensure that the resources provided:

a) are suitable for the specific type of monitoring and measurement activities being undertaken;
b) are maintained to ensure their continued fitness for their purpose.

Insorce retain appropriate documented information as evidence of fitness for purpose of monitoring and measurement resources.

7.1.6 Organizational knowledge

Insorce has determined the knowledge necessary for the operation of its processes and to achieve conformity of products and services.
This knowledge maintained, and made available to the extent necessary.
When addressing changing needs and trends. Insorce have considered its current knowledge and determined on how to acquire or access the necessary additional knowledge.

Refer: Competence Matrix- Annex 4, Organization chart – Annex 3

7.2 Competence

Insorce have determined the necessary competence of persons doing work under its control that affects its quality performance and ensures that these persons are competent on the basis of appropriate education, training, or experience; where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken.
Insorce have retained appropriate documented information as evidence of competence.
Refer: Competence Matrix- Annex 4.

7.3 Awareness

Persons doing work under the Insorce control are aware of:

a) the quality policy;
b) relevant quality objectives;
c) their contribution to the effectiveness of the QMS, including the benefits of improved quality performance;
d) the implications of not conforming with the Quality Management System requirements.

Refer: Training record. (Access through SOP Training V1.0.docx)

7.4 Communication

Insorce has determine the internal and external communications relevant to the Quality Management System including:

a) on what it will communicate;
b) when to communicate;
c) with whom to communicate;
d) how to communicate.

7.5 Documented information

7.5.1 General

Insorce Quality Management System includes

a) documented information required by this International Standard;
b) documented information determined by Insorce as being necessary for the effectiveness of the QMS.

Refer: Procedures- Annex-5

7.5.2 Creating and updating

When creating and updating documented information Insorce ensure appropriate:
identification and description, formal and media (e.g. paper, electronic); review and approval for suitability and adequacy.

7.5.3 Control of documented Information

7.5.3.1 Documented information required by the Quality Management System and by this International Standard are controlled to ensure:
a) it is available and suitable for use, where and when it is needed;
b) it is adequately protected.

7.5.3.2 For the control of documented information, Insorce address the following activities, as applicable:
a) distribution, access, retrieval and use;
b) storage and preservation, including preservation of legibility;
c) control of changes
d) retention and disposition.
Documented information of external origin determined by Insorce to be necessary for the planning and operation of the QMS is identified and controlled.
Refer: Procedure for control of document and record- PM-01

8 Operation

8.1 Operational planning and control

Insorce plans, implement and control the processes needed to meet requirements for the provision of services and to implement the actions by:
a) determining requirements for the services;
b) establishing criteria for the processes and for the acceptance of services;
c) determining the resources needed to achieve conformity to service requirements;
d) implementing control of the processes in accordance with the criteria;
e) retaining documented information to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate conformity of services to requirements. The output of this planning is suitable for the Insorce operations.

Insorce control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.
Insorce ensure that outsourced processes are controlled (Refer Outsourced processes)

8.2 Determination of requirements for products and services

8.2.1 Customer communication

Insorce established the processes for communicating with customers in relation to:
a) information relating to products and services;
b) enquiries, contracts or order handling, including changes;
c) obtaining customer views and perceptions, including customer complaints;
d) the handling or treatment of customer property, if applicable;
e) specific requirements for contingency actions, when relevant.

8.2.2 Determination of requirements related to products and services

Insorce has established, implemented and maintained a process to determine the requirements for the products and services to be offered to potential customers.
Insorce ensures that:

a) product and service requirements and applicable statutory and regulatory requirements, are defined;
b) it has the ability to meet the defined requirements and substantiate the claims for the products and services it offers.

8.2.3 Review of requirements related to products and services

Insorce has review, as applicable:

a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
b) requirements not stated by the customer, but necessary for the customers' specified or intended use, when known;

c) additional statutory and regulatory requirements applicable to the products and services;
d) contract or order requirements differing from those previously expressed.

8.2.4 Changes to requirements for products and services
Insorce ensure that relevant documented information is amended, and relevant persons are made aware of the changed requirements, when the requirements for products & services are changed.

8.3 Design and development of products and services
All services are rendered as per customer requirements and the laid down statutory/regulatory requirements. For Design & Development separate Procedures are prepared.
Refer: Design Procedures (Access through SOP Software Development Life Cycle V1.0.docx)

8.4 Control of externally provided products and services

8.4.1 General
Insorce ensure that externally provided processes, products, and services conform to specified requirements.
Insorce establish and apply criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers based on their ability to provide processes or products and services in accordance with specified requirements.
Insorce retain appropriate documented information of the results of the evaluations, monitoring of the performance and re-evaluations of the external providers.
Refer: Outsourced processes, List of Supplier, Supplier Rating Form and Supplier Assessment

8.4.2 Type and extent of control of external provision
In determining the type and extent of controls to be applied to the external provision of processes, products and services, Insorce take into consideration:
a) the potential impact of the externally provided processes, products, and services on the
Insorce ability to consistently meet customer and applicable statutory and regulatory requirements.
b) the perceived effectiveness of the controls applied by the external provider.

Insorce establish and implement verification or other activities necessary to ensure the externally provided processes, products and services do not adversely affect the Insorce ability to consistently deliver conforming products and services to its customers.
Processes or functions of the Insorce which have been outsourced to an external provider remain within the scope of the Insorce Quality Management System; accordingly, the Insorce consider a) and b) above and define both the controls it intends to apply to the external provider and those it intends to apply to the resulting process output.

8.4.3 Information for external providers

Insorce communicate to external providers applicable requirements for the following:

a) the products and services to be provided or the processes to be performed on behalf of Insorce;
b) approval or release of products and services, methods, processes or equipment;
c) competence of personnel, including necessary qualification;
d) their interactions with the organization's Quality Management System;
e) the control and monitoring of the external provider's performance to be applied by the organization;
f) verification activities that the organization, or its customer, intends to perform at the external provider's premises.

The organization shall ensure the adequacy of specified requirements prior to their communication to the external provider.

8.5 Production and service provision

8.5.1 Control of production and service provision

Insorce implement controlled conditions for service provision, including delivery and post-delivery activities. Controlled conditions include,

a) the availability of documented information that defines the characteristics of the product and services;
b) the availability of documented information that defines the activities to be performed and the results to be achieved;
c) monitoring and measurement activities at appropriate stages to verify that criteria for control of processes and process outputs, and acceptance criteria for products and services, have been met.
d) the use, and control of suitable infrastructure and process environment;
e) the availability and use of suitable monitoring and measuring resources;
f) the competence and, where applicable, required qualification of persons;
g) the validation, and periodic revalidation, of the ability to achieve planned results of any process for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement;
h) the implementation of products and services release, delivery and post-delivery activities.

8.5.2 Identification and traceability

Where necessary to ensure conformity of products and services, Insorce use suitable means to identify process outputs.

Insorce identify the status of process outputs with respect to monitoring and measurement requirements throughout service provision.

Where traceability is a requirement, Insorce control the unique identification of the process outputs, and retain any documented information necessary to maintain traceability.

8.5.3 Property belonging to customers or external providers

Customer property like sample designs, inputs, test data, specifications, dummies if provided for use or for incorporation into the product is suitably identified, verified, protected and safe guarded. If any customer property is lost or damaged or found to be unsuitable for use, the same shall be reported to the customer and records shall be maintained as per control of records procedure no. PM/01. Sample designs, inputs, test data, specifications, dummies and technical information received from the customer is treated as the intellectual property of the customer & is also protected for its secrecy as appropriate.

8.5.4 Preservation

Insorce ensure preservation of process outputs during production and service provision, to the extent necessary to maintain conformity to requirements.

8.5.5 Post-delivery activities

Insorce meet requirements for post-delivery activities associated with the products and services. In determining the extent of post-delivery activities that are required, Insorce consider:

a) the risks associated with the products and services;
b) the nature, use and intended lifetime of the products and services;
c) customer feedback;
d) statutory and regulatory requirements.

8.5.6 Control of changes

Insorce review and control unplanned changes essential for production or service provision to the extent necessary to ensure continuing conformity with specified requirements. Insorce retain documented information describing the results of the review of changes, the personnel authorizing the change, and any necessary actions.

8.6 Release of products and services

Insorce implement the planned arrangements at appropriate stages to verify that product and service requirements have been met. Evidence of conformity with the acceptance criteria are retained.
The release of products and services to the customer is not proceed until the planned
Arrangements for verification of conformity have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer. Documented information provides traceability to the person authorizing release of products and services for delivery to the customer.

8.7 Control of nonconforming process outputs, products and services

Insorce ensure process outputs, products and services that do not conform to requirements are identified and controlled to prevent their unintended use or delivery. Insorce take appropriate corrective action based on the nature of the nonconformity and its impact on the conformity of products and services. This applies also to nonconforming products and services detected after delivery of the products or during the provision of the service.

Insorce deal with nonconforming process outputs, products and services in one or more of the following ways:

a) correction;

b) informing the customer;

c) obtaining authorization for: use “as-is’; release, continuation or re-provision of the products and services; acceptance under concession. Where nonconforming process outputs, products and services are corrected, conformity to the requirements are verified. Insorce retain documented information of actions taken on nonconforming process outputs, products and services, including on any concessions obtained and on the person or authority that made the decision regarding dealing with the nonconformity.

9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

Insorce determine:
a) what needs to be monitored and measured;
b) the methods for monitoring, measurement, analysis and evaluation, to ensure valid results;
c) when the monitoring and measuring are performed;
d) when the results from monitoring and measurement is analyzed and evaluated.
Insorce ensure that monitoring and measurement activities are implemented in accordance with the determined requirements and retain appropriate documented information as evidence of the results. Insorce evaluate the quality performance and the effectiveness of the QMS.

9.1.2 Customer satisfaction

Insorce monitor customer perceptions of the degree to which requirements have been met.
Insorce obtain information relating to customer views and opinions of the Insorce and its products and services.
Customer satisfaction evaluated through appraisals received for crew recruited.
Ref. Customer satisfaction Feedback, Customer Complaint Register (Access through Customer feedbacks template.xlsx)

9.1.3 Analysis and evaluation

Insorce analyze and evaluate appropriate data and information arising from monitoring, measurement and other sources.
The output of analysis and evaluation is used to:
a) demonstrate conformity of products and services to requirements;
b) assess and enhance customer satisfaction;
c) ensure conformity and effectiveness of the Quality Management System;
d) demonstrate that planning has been successfully implemented;
e) assess the performance of processes;
f) assess the performance of external providers
g) determine the need or opportunities for improvements within the Quality Management System.
The results of analysis and evaluation is also be used to provide inputs to management review.

9.2 Internal audit

9.2.1 Insorce conduct internal audits **Once in a year** to provide information on whether the QMS;
a) conforms to: the Insorce own requirements for its QMS and the requirements of this International Standard;
b) is effectively implemented and maintained.

9.2.2 Insorce:

a) plan, establish, implement and maintain an audit program including the frequency, methods, responsibilities, planning requirements and reporting, which takes into consideration the quality objectives, the importance of the processes concerned, customer feedback, changes impacting on the processes, and the results of previous audits;

b) define the audit criteria and scope for each audit;

c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;

d) ensure that the results of the audits are reported to relevant management;

e) take necessary correction and corrective actions without undue delay;

f) retain documented information as evidence of the implementation of the audit program and the audit results.

Refer: Procedure for internal audit PM-03, internal audit reports.

9.3 Management review

9.3.1 Top management review the QMS, at **Once in a year** frequency or earlier if required, to ensure its continuing suitability, adequacy, and effectiveness.

The management review is planned and carried out taking into consideration:

a) the status of actions from previous management reviews;

b) changes in external and internal issues that are relevant to the Quality Management System including its strategic direction;

c) information on the quality performance, including trends and indicators for:

1) nonconformities and corrective actions;
2) monitoring and measurement results;
3) audit results;
4) customer satisfaction;
5) issues concerning external providers and other relevant interested parties;
6) adequacy of resources required for maintaining an effective Quality Management System;
7) process performance and conformity of products and services;

d) the effectiveness of actions taken to address risks and opportunities

e) new potential opportunities for continual improvement.

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

a) continual improvement opportunities;

b) any need for changes to the QMS, including resource needs.

Insorce retain documented information as evidence of the results of management reviews.

Refer: MRM Agenda, MRM Minutes.

10 Improvement

10.1 General

Insorce determine and select opportunities for improvement and implement necessary actions to meet customer requirements and enhance customer satisfaction.
This includes,
a) improving processes to prevent nonconformities;
b) improving products and services to meet known and predicted requirements;
c) improving Quality Management System results.

10.2 Nonconformity and corrective action

10.2.1 When a nonconformity occurs, including those arising from complaints, Insorce
a) react to the nonconformity,
    1) take action to control and correct it;
    2) deal with the consequences;
b) evaluate 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 the nonconformity;
    2) determining the causes of the nonconformity;
    3) determining if similar nonconformities exist, or could potentially occur;
c) implement any action needed;
d) review the effectiveness of any corrective action taken;
e) make changes to the Quality Management System, if necessary.

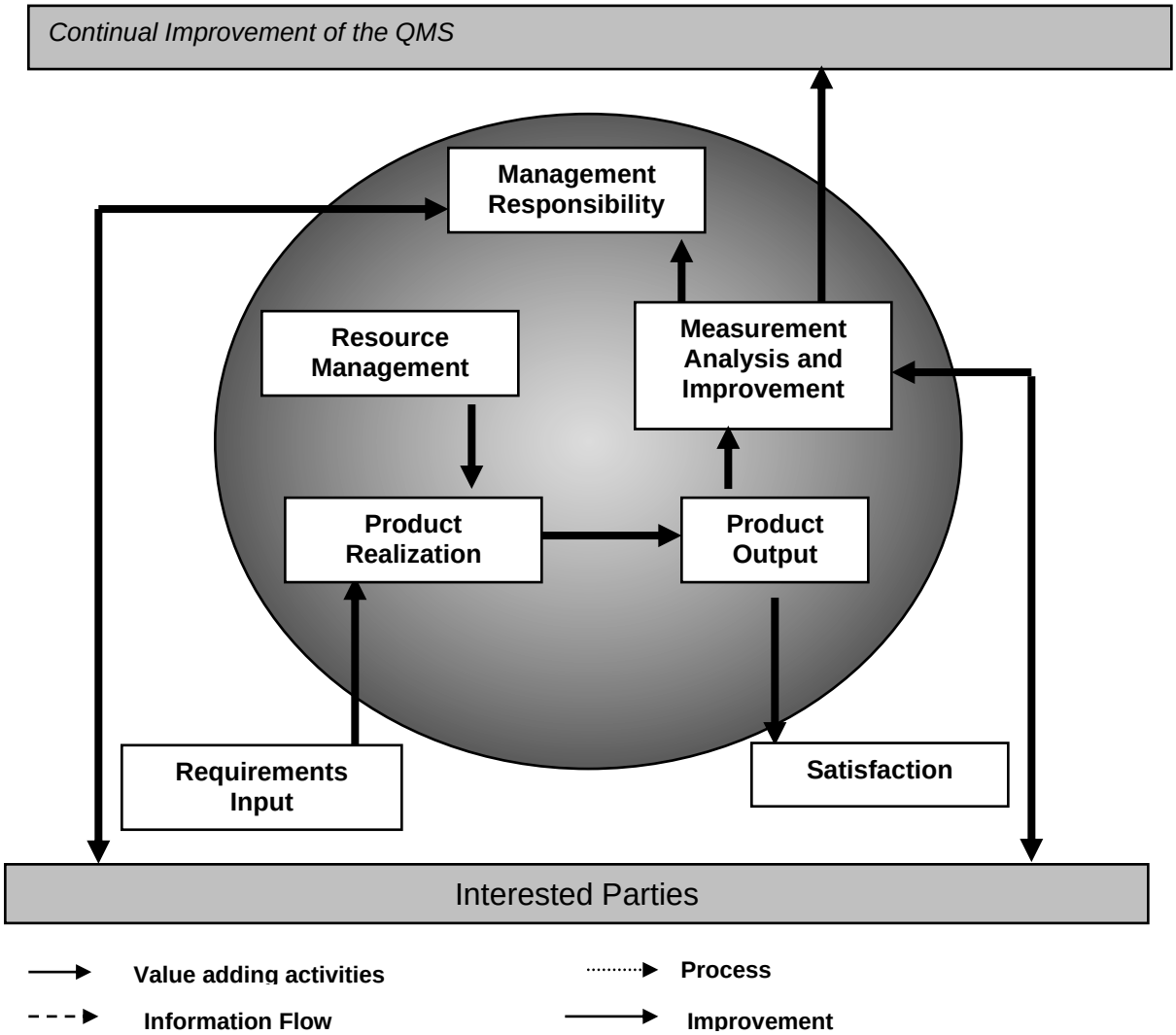
Corrective actions are appropriate to the effects of the nonconformities encountered.

10.2.2 Insorce retain documented information as evidence of:
a) the nature of the nonconformities and any subsequent actions taken;
b) the results of any corrective action.

10.3 Continual improvement

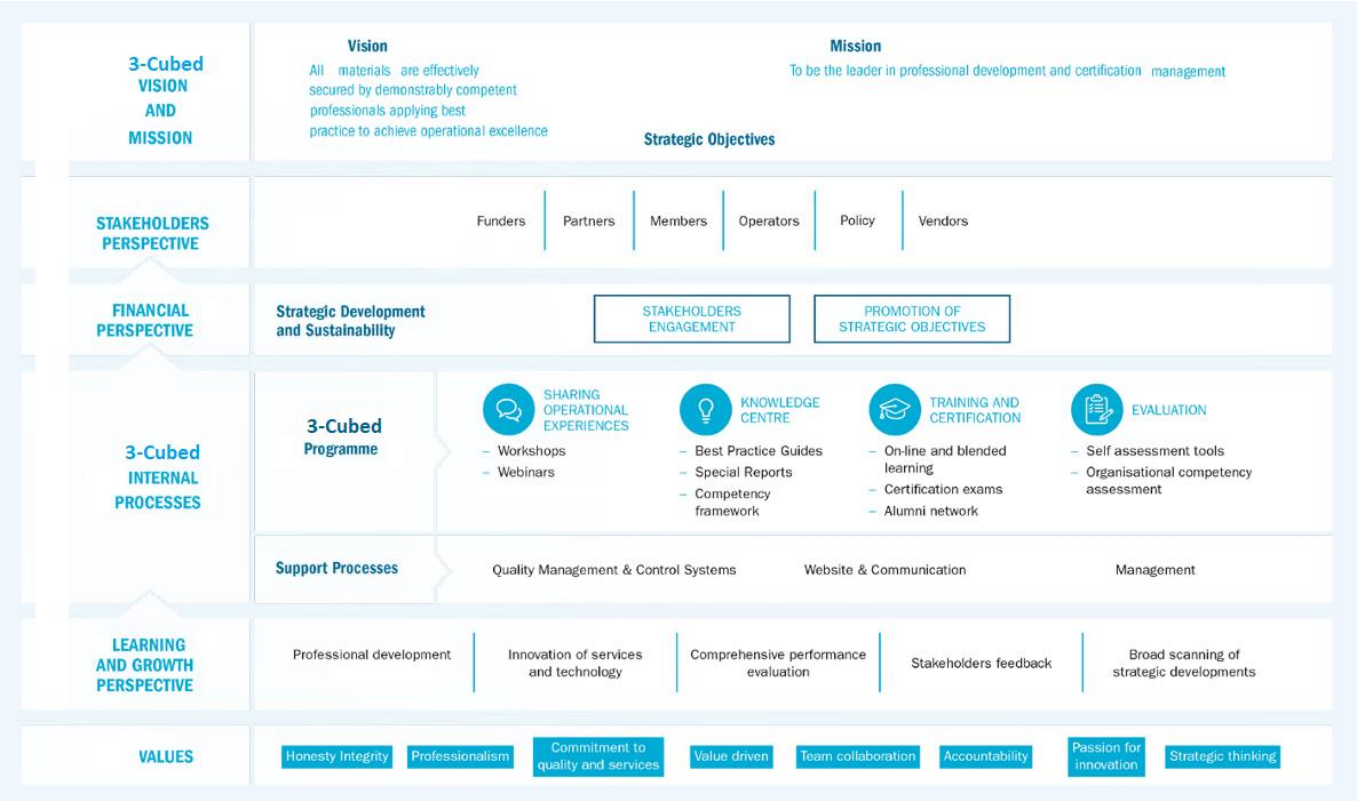
Insorce continually improve the suitability, adequacy, and effectiveness of the QMS.
Insorce consider the outputs of analysis and evaluation, and the outputs from management review, to confirm if there are areas of underperformance or opportunities that is addressed as part of continual improvement.

Annexure 1 – Process Interaction



Annexure 2 – Quality Policy & Objectives

To determine and align our internal processes, we started by creating revised Vision and Mission Statements along with associated external Strategic Objectives. Our goal was to ensure we have the right focus and capability to deliver the work streams. The following 3-Cubed Strategy Map summarises the elements and perspectives that comprise our Vision, Mission, and Values.



QUALITY POLICY

- We shall provide a web-based product for optimizing operations to our valued customers, meeting their requirements, and always attempting to exceed their expectations

- We shall set up, implement, and maintain an effective quality management system and continually improve its effectiveness to enable us to remain competitive with respect to quality and price.

- We shall at all times maintain clean and tidy office with the involvement of personnel at all levels.

QUALITY OBJECTIVES

1. Identify customer requirements relating to quality and cost that have not been met to the satisfaction of customers and make improvements in our processes, in stages each quarter, so as to meet these requirements.

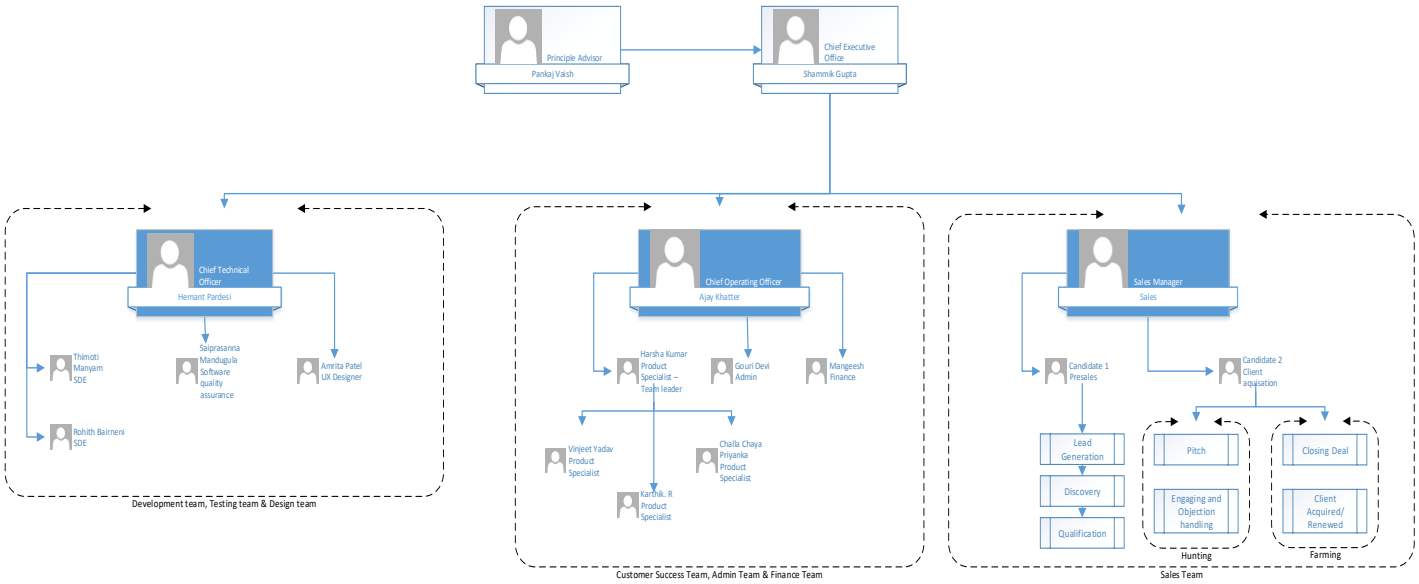
2. Select areas where customer requirements are now being met and make further improvements so that the customer requirements in this area are exceeded to delight the customer.

3. Carry out periodical audits of our quality management system and achieve continual improvements in non-conformance reduction each quarter.

4. Carry out periodical housekeeping audits and achieve improvements each quarter against set criteria such as a check list.

To apply this policy, we have established a Quality Management System (QMS) in line with the requirements of the ISO 9001:2015 Standard

Annexure 3 – Organization Chart & Responsibilities



Responsibilities:

Profile	Responsibilities
Leadership Team	1. Taking accountability for the effectiveness of the QMS. 2. Ensuring that quality policies and objectives are established for the QMS and that they are compatible with strategic direction and context. 3. Ensuring that the QMS is communicated, understood, and applied within the organization. 4. Ensuring the integration of the QMS requirements into our processes. 5. Promoting awareness of the process approach. 6. Ensuring that the resources needed are available. 7. Ensuring that the QMS achieves its intended results.

Profile	Responsibilities
Employees of Insorce	1. Maintaining the highest standards of integrity when conducting the affairs of the business 2. QMS policies and objectives to be applied and followed by all the employees

Annexure 4 – Competency Matrix

Sr. No.	Designation	Min Qualification	Min Experience	Desired Skillset
1	Product Specialist	B. Tech	2-3 years	Six sigma, Operational excellence, Problem solving, Knowledge in operational optimization concepts, Communication skills
2	Senior Software Engineer	B. Tech /MCA	5 – 6 Years	Design and Develop web application. Hands on with Modular coding practice and Web technology ASP.Net MVC, C#, RDBMS (MSSQL Server), JS Libraries. Good understanding of Service Oriented architecture (SOA) and ability to write integration Services and API
3	Product UX designer	Any graduate	3 – 5 years	Ability to produce UX design solutions through wireframe, visual and graphic designs, flow diagrams, storyboards etc., Testing UI elements such as CTAs, banners etc., typography and Graphic design.
4	Software design engineer	B. Tech / MCA	2 – 5 years	.NET 4.5 Framework, C# Development with ASP.NET, MVC services, HTML 5, Bootstrap 4.x/5.x, jQuery, XML/JSON, ADO.NET and Entity framework, Application integration using Webservices and API, Web server deployments and server configurations
5	Software quality Analyst	Any graduate	3 years	Quality Assurance practice (SIT and UAT), Test Planning and execution. Hands on with any Test Automation suite. Analytical mindset and customer empathy.

Annexure 5 Procedures

PM-01 Control of Document and Record

1.0 **PURPOSE:**

To establish and maintain a system for preparation, distribution control and updating of documents related to Quality Management System.

2.0 **SCOPE:**

Applicable to all QMS related Manual, Procedures, Work Instructions, forms specification etc.

4.0 **RESPONSIBILITIES:**

4.1 The Management Representative is responsible for the preparation, issue, revision, and amendment of Quality Management Manual and is also responsible for incorporation of amendments and issue of the documents.

4.2 The responsibility for preparation, revision / amendment and responsibility for approval of various documents is given below:

DOCUMENT	ISSUING AUTHORITY	APPROVING AUTHORITY
Quality manual	MR	COO
Dept. Procedure/work instructions/ forms/exhibits etc.	MR	COO
System related procedure/ work instructions/forms/exhibits etc.	MR	COO

DESCRIPTION:

S.NO.	ACTIVITY	RESPONSIBILITY	REF. DOC
5.1	**Creation of Document**		
5.1.1	Determine the need of a document	Any employee	
5.1.2	Locate the person(s) for writing the document and discuss the requirements to be included in the document.	MR	
5.1.3	Prepare the draft document	Identified Author	
5.1.3.1	Procedure Document shall be prepared in the standard format giving • Purpose • Scope • Definition • Responsibilities • Description • References SOPs shall have following format: • Purpose • Responsibility • Operating Procedure		
5.1.3.2	All Procedures must have the top block with their relevant details on the top of each page of the document as given on this page of the procedure.		
5.1.3.3	Forms or Registers / Log Books for use, shall be identified by document number, Issue number & Issue date, marked preferably at right hand top corner of form. COMPANY/ xxx ISSUE: NN / LL DATE: DD/MM/YY Where Insorce - is Initial of Insorce Operational Optimizers Private Limited xxx- is initial of format title NN / LL - Issue No. / Revision No. Followed by Issue Date.		

S.NO.	ACTIVITY	RESPONSIBILITY	REF. DOC
5.1.3.4	If the form is of more than one page, the current page number and total number of pages (e.g. Page -- of --) is also marked in addition to the above, e.g. (Page -- of --)		
5.1.3.5	Registers and Log Books have document number on their cover pages. All pages of Register/Log Books are serially numbered.		
5.1.4	Receive the draft document from the Author.	*MR*	
5.1.5	Review the draft document with affected personnel/ depts.	MR	
5.1.6	Finalize the document and put up for approval	MR	
5.1.7	Approve the document	Approving Authority (See 4.2 above)	
5.1.8	Enter the details of Document No., Title & Issue No. in the Master List of document.	MR	Master List of Documents
5.2	**Issue Control**		
5.2.1.	Issue the Document to the concerned Dept. Heads with instructions, if any. Ensure that each page of the document (other than form) is duly stamped "CONTROLLED" and Master forms as "SPECIMEN". *In case of documents available on Softcopy /Shared LAN, the "controlled" word is replaced by Password that is being controlled by MR.* The master copy is the only hard copy of any document and is initialed in Green on each page by the author.	MR	
5.2.2	Keep the documents at an identified place to facilitate reference by concerned.	HOD	
5.2.3	Maintain a list of National and International Standards used for QMS. Keep them updated through regular interaction with standard Bodies.	MR	List of Documents of External Origin
5.2.4	Maintain records of documents of external origin e.g., various standards, manuals, journal etc. Keep them updated.	HOD	List of Documents of External Origin
5.3	**Document Changes/Revisions**		
5.3.1	Send request for changes in a document to MR.	Any employee	

S.NO.	ACTIVITY	RESPONSIBILITY	REF. DOC
5.3.2	Discuss the change proposal with concerned department's Head and forward a draft copy to originating department.	MR	
5.3.3	Follow steps 5.1.5 to 5.2.4		
5.3.4	Enter the details of document revision in the revision column in the Master List and issue the revised document to the same persons to whom originally issued. Note: after 20 amendments / revisions of a document the issue number changes to next issue no. or any revision in standard, new issue will be issued.	MR	Master List of Documents

Record Control

5.1	Record Identification	Responsibilities
5.1.1	Record identification is done for all records with file name and number.	MR
5.1.2	Collect the formats of all the records created in every department	MR
5.1.3	Verify if the master format of the records exists in the "controlled" set of formats in the Formats Manual. If not, give the proper identification to the format of the record as per the "Procedure for Document & Data Control". Maintain a "Specimen" format of the record in the Formats Manual.	MR
5.1.4	Update the record matrix to reflect the identified record details.	MR
5.2	**Record Storage & Retrieval**	
5.2.1	Maintain efficient filing system for all records created in the department	HOD
5.2.1.1	For hard copies: maintain files according to the category of the records. Tag the files suitably for instant identification of the contents. Store the files in cabinets or cupboards as per the convenience of the user. Stick a list of all files on the inner side of the cabinet / drawer / cupboard in such a way that records can be easily located. E.g. the supplier database and all the supplier evaluation reports may be filed together while the Tag of the File mentions: Title: Supplier Details	HOD

5.1	Record Identification	Responsibilities
	1. Supplier Database 2. Supplier Evaluation Reports This file may be kept in Cupboard and the name of the file shall be appended to the List of Files stuck on inner side of the same cupboard door.	
5.2.1.2	For soft copies: create folders in the User PC as per the category of the records created by the user. Name the files for easy identification of the content.	HOD
5.2.2	Update the Record Matrix to reflect the location of the records	MR
5.3	**Record Protection**	
5.3.1	Determine the retention period of each records after reviewing the necessity of record availability as per financial, management, customer, statutory and regulatory requirements	MR
5.3.2	Determine record protection method	MR
5.3.2.1	For hard copies: determine periodic data compilation into reports for data analysis so that even if the hard copies are lost, the data will be available in the form of reports stored elsewhere.	MR
5.3.2.2	For soft copies: determine data backup methods, frequency and location of the backup up data so that even if the soft copies are deleted, the data can be retrieved from backup copies stored elsewhere.	MR
5.3.3	Update the Record Matrix to reflect the retention period and backup details.	MR
5.4	**Record Disposal**	
5.4.1	Determine the methodologies of disposing records after the retention period. The disposal methodology shall be dependent on the criticality of confidentiality of the data to be disposed off.	MR
5.4.2	Update the record matrix for reflecting the disposal details.	MR

Reference: Master list of Document
Master list of Records
List of External Origin Document- Insorce / LEOD

PM-02: Procedure for Non-Conforming Product/ Output

1.0 Purpose:

To establish the method to ensure, that the product or services/ output which does not conform to the requirements, is identified and controlled, to prevent unintended use or delivery.

2.0 Scope:

It is applicable to non-conformities observed with respect to the products and services of the organization.

3.0 Responsibility:

The overall responsibility of identifying, evaluating and segregation of non-conforming product or services lies with Department Head. The responsibility of disposition or rectification of non-conformities rests with Department Head.

4.0 Description:

Sr. No.	Activity	Responsibility	Doc/Ref. No.
4.1	Identify products which do not conform to requirements with respect to: a) QMS requirements b) Customer requirements c) Statutory or regulatory requirements	Any employee	
4.2	Inform the non-conformities observed in the department to HOD.	Any employee	
4.2.1	In case a deviation is observed after delivery or use has started, take corrective action for the consequences of non-conformity.	Designated Personnel	
4.3	Record the non-conformity in the Non-conformity Form / Report.	Designated Personnel	NC Report / Form
4.4	Take corrective action/ rectification and plan preventive action and record. Inform regulatory body if required.	Designated Personnel	
4.5	Evaluate and decide actions to be taken for disposition / rectification or concessions.	Designated Personnel	
4.6	Record the action taken in non-conformity register.	Designated Personnel	

5.0 Reference:

5.1 Non-conformity Form / Report

PM-03 Procedure for Internal Audit

1.0 Purpose:

To establish and maintain a system of Internal audits to verify whether quality activities comply with planned arrangements and to determine the effectiveness of the Quality Management System adopted by the organization.

2.0 Scope:

This procedure is applicable to all aspects of the Quality system for the implementation of Quality Management Systems.

3.0 Responsibility:

3.1 Management Representative is responsible for ensuring the implementation of this procedure. He is also responsible for the overall coordination of matters related to Internal Quality Audits.

3.2 Department Head - Responsible for providing necessary co-operation for conduct of audits and ensuring timely implementation of corrective actions arising out of such audits.

4.0 Description:

SR.NO.	Activity	Responsibility	Doc. Ref. No.
5.1	**Selection of Auditor(s)**		
5.1.1	Select and appoint auditors based on their audit related qualifications	MR	
5.2	**Planning the Audits**		
5.2.1	Prepare an Annual Schedule of Internal Quality Audits. The planning shall include at least 1 Internal Quality Audit in a year.	MR	Audit Schedule
5.2.2	Prepare Audit Plans for each scheduled audit in advance. The audit plan shall include: a. Date of the Audit b. Areas to be audited c. Each area to have auditor independent of that activity d. The time slots of audit for each area e. The applicable clauses of the standard against which each area will be audited f. Timings for opening and closing meeting	MR	Audit Plan

SR.NO.	Activity	Responsibility	Doc. Ref. No.
5.2.3	Circulate copies of the Annual Schedule and Audit Plans to each concerned departments / auditees and the Auditor(s)	MR	
5.3	**Preparing for the audit**		
5.3.1	Collect information about the area to be audited.	Auditor(s)	
5.3.2	Refer the past records of audits conducted on the area to be audited.	Auditor(s)	
5.3.3	Prepare audit checklists / questionnaire to be used while conducting audit on the concerned area.	Auditor(s)	
5.4	**Conducting Audit**		
5.4.1	Conduct the opening meeting as per the Audit Plan.	Auditor(s)	
5.4.2	Audit the areas as per the Audit Plan.	Auditor(s)	
5.4.2.1	Record findings on the audit checklists / questionnaires.	Auditor(s)	
5.4.2.2	Collect objective evidences to support the findings.	Auditor(s)	
5.4.3	Discuss the findings with MR before finalizing the Non-conformances. Cross-verify the findings with other Auditors, if any, for conforming the results. Re-verify the findings with the auditee, if required.	Auditor(s)	
5.4.4	Conduct the Closing Meeting as per the Audit Plan.	Auditor(s)	
5.4.4.1	Brief the auditees about the findings	Auditor(s)	
5.4.4.2	Disclose the Non-conformances to the auditees thru the use of NC format.	Auditor(s)	NC Form / Report
5.4.4.3	Conduct a root cause analysis of the non-conformance.	Auditee	
5.4.4.4	Suggest the disposition / correction of the Non-conformity.	Auditee	
5.4.4.5	Suggest the Corrective Action to be taken to eliminate the root cause of the Non-conformity.	Auditee	
5.4.4.6	Decide on the target date of compliance to the suggested Corrective Action.	Auditee	
5.4.4.7	Analyze the CAR and write down the observations and / or any suggestion on the CAR.	MR	

SR.NO.	Activity	Responsibility	Doc. Ref. No.
5.4.4.8	Retain the signed copy of the CAR and issue one photocopy of the same to the Auditor and one photocopy to the Auditee for record and follow-up.	MR	
5.5	**Audit Reporting**	MR	
5.5.1	Prepare a summary report of the Internal Quality Audit & submit to the Top Management for information	MR	
5.5.2	Discus the Audit Report during the subsequent Management Review Meeting	MR	
5.6	**Audit Follow-up**		
5.6.1	Verify compliance to all the Corrective Actions / Preventive Actions committed by the auditees. Ensure that the compliances are made within the target period specified.	MR	
5.6.2	In case of any non-adherence to the compliance requirements, discuss the status and the reasons with the auditee. Assist the auditee in solving any organizational or out of scope problems related to the Corrective Action / Preventive Action implementation. If required, involve Top Management for necessary support.	MR	

Reference: Internal Audit plan
Internal Audit Report
NC Report

PM-04- Procedure for Corrective Action

1.0 Purpose:

To establish a procedure for initiating corrective and preventive action, to prevent, recurrence of any non-conformity, and to eliminate potential causes of non-conformities.

2.0 Scope:

Applicable to all areas of Operation and Customer feedback

3.0 Responsibility:

Department heads are responsible for coordinating, recording & monitoring of all corrective and preventive action and informing MR of the above activities. The overall responsibility of establishing corrective and preventive action procedure at all functions of the organization lies with MR.

4.0 Description:

Sr. No.	Activity	Responsibility	Doc/Ref. No.
5.1	**Corrective Action**		
5.1.1	Whenever any nonconformity is observed during inspection/ audits / complaints or any deviation observed from documented system, enter the details in nonconformity report/Form or CAR	Concerned Personnel / Auditor	NC Report / Form
5.1.2	Discuss the method of disposition with Concerned HOD and after disposition of nonconforming product, investigate reason for nonconformity and record.	Concerned Personnel in consultation with HOD	NC Report / Form
5.1.3	Discuss the results of investigation with the concerned person and determine corrective action to be taken.	Concerned Personnel in consultation with HOD	NC Report / Form
5.1.4	Record the corrective action in nonconformity register / CAR and advice the concerned person for taking corrective action.	Concerned Personnel in consultation with HOD	NC Report / Form

Reference: Internal Audit Report
NC Report