

## QMS ISO (9001)

The core objective of PradeepIT's Quality Management System revolves around crafting, executing, and sustaining a framework that guarantees excellence in processes and projects. Our leadership is dedicated to establishing a fitting Quality Management framework rooted in International Standards, fostering cooperation and bolstering Process and Project Engineering endeavors. The ISO 9001 certification serves as a testament to PradeepIT's commitment to quality, presenting potential and current clients with evidence that we are a proficiently managed entity upholding exacting standards for processes and outputs.

PradeepIT was awarded ISO 9001 certification— an International Standard for Quality Management System [issued by external auditors] — by Apka Consultant.

We adhere to a globally recognized Quality Management System that employs international standards and transparent procedures. Upholding our benchmarks involves regular, rigorous quality assessments at PradeepIT. Quarterly internal audits are conducted to pinpoint areas of concern and optimize our workflows. These consistent audits provide a detailed assessment of quality, processes, and advancement, zooming in on individual tasks and highlighting opportunities for enhancement.

At PradeepIT, we grasp the significance of quality audits conducted for the benefit of our customers, stakeholders, and partners. Our routine training sessions guarantee that both experienced and new employees remain well-versed in the most recent quality policy mandates. Our tailored Quality Management resource, **PradeepITegrity**, encompasses a wealth of information, including reference materials, templates, manuals, and a repository of knowledge, meticulously elucidating every facet of our quality workflows. This resource is readily available to all staff members. Moreover, our Process Improvement Ticketing System encourages employees to actively contribute to process enhancement by submitting comments and suggestions.

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Our dedication to quality-driven endeavors empowers us to confidently pledge timely Project Development, Process Maintenance, Risk Mitigation, strategic resource allocation, precise metrics and evaluation, and punctual delivery.

**The implementation of ISO 9001 standards leads to the following steps, ensuring alignment with our Quality policy:**

- **Customer Focus:** The organization is committed to meeting customer requirements and exceeding their expectations by delivering products and services of the highest quality.
- **Continuous Improvement:** A dedication to ongoing improvement in processes, products, and services is a cornerstone of the quality policy, aiming to enhance efficiency and customer satisfaction.
- **Process Approach:** The organization adopts a process-oriented approach to achieve consistent and effective results across all operations.
- **Leadership Involvement:** Top management is actively involved in promoting and supporting the quality management system, ensuring its alignment with the organization's strategic goals.
- **Engagement of Employees:** Employees at all levels are recognized as vital contributors to quality and are encouraged to participate in the improvement process.
- **Risk-Based Thinking:** The organization considers risk management as an essential aspect of decision-making, ensuring that potential risks are identified, assessed, and addressed.
- **Evidence-Based Decision Making:** Decisions are based on reliable data and information to ensure that processes and outcomes are continuously evaluated and improved.
- **Communication and Collaboration:** Open and effective communication is fostered both internally and externally, promoting collaboration with stakeholders, suppliers, and customers.

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- **Legal and Regulatory Compliance:** The organization commits to complying with applicable laws, regulations, and standards that relate to its products, services, and operations.
  - **Resource Management:** The allocation and utilization of resources, including human resources, technology, and infrastructure, are optimized to support quality goals.
  - **Customer Satisfaction:** The organization emphasizes achieving and maintaining high levels of customer satisfaction through consistent quality performance.
  - **Objectives and Targets:** Measurable quality objectives and targets are set to drive continuous improvement and monitor the effectiveness of the quality management system.