



Quality Management Systems

Policy and Procedure

1. Policy Statement

Applied IT Solutions & Consultancy Services Ltd is committed to delivering high-quality services and products that exceed customer expectations. We recognize the importance of quality management in achieving our business objectives and strive to continuously improve our processes and performance. While we do not hold ISO 9001 certification, we adhere strictly to its guidelines to ensure the highest standards of quality and customer satisfaction.

2. Scope

This Quality Policy and Procedure apply to all operations and activities of Applied IT Solutions & Consultancy Services Ltd, including but not limited to carbon reduction planning, brand design, application development, website design, product development, and mobile software solutions.

3. Quality Objectives

- Meet or exceed customer requirements and expectations.
- Continuously improve the effectiveness of our processes and performance.
- Enhance customer satisfaction through timely delivery and exceptional service.
- Foster a culture of quality consciousness and continuous improvement among employees.

4. Responsibilities

- Top management is responsible for providing leadership and support for the implementation of the Quality Management System (QMS) and ensuring its alignment with ISO 9001 guidelines.
- All employees are responsible for understanding and adhering to the QMS procedures relevant to their roles and responsibilities.
- The Quality Management Representative (QMR) is responsible for overseeing the implementation, maintenance, and continual improvement of the QMS.

5. Process Approach

We adopt a process approach to quality management, wherein processes are identified, managed, and improved to achieve desired outcomes and meet customer requirements. Key processes include:

- Customer Requirements Analysis
- Design and Development
- Procurement and Supply Chain Management
- Production and Service Delivery

- Monitoring and Measurement
- Continuous Improvement

6. Documentation and Records

We maintain documented procedures and records to ensure the effective operation and control of our processes. Documentation includes:

- Quality Manual
- Procedures and Work Instructions
- Records of Training and Competence
- Records of Customer Feedback and Complaints
- Records of Internal Audits and Management Reviews

7. Monitoring and Measurement

We monitor and measure key performance indicators (KPIs) to evaluate the performance of our processes and the effectiveness of the QMS. KPIs include:

- Customer Satisfaction
- On-time Delivery Performance
- Defect Rates
- Internal Audit Findings
- Non-conformities and Corrective Actions

8. Continuous Improvement

We are committed to continually improving our processes, products, and services through the implementation of corrective actions, preventive actions, and lessons learned from past experiences. Continuous improvement initiatives include:

- Root Cause Analysis
- Process Optimization
- Training and Skill Development
- Innovation and Technology Adoption

9. Communication and Training

We promote effective communication and provide training to ensure that all employees understand their roles and responsibilities in maintaining and improving the QMS. Communication channels include:

- Meetings and Briefings
- Internal Memos and Notices
- Training Programs and Workshops



- Employee Feedback Mechanisms

10. Review and Evaluation

We conduct regular management reviews to evaluate the performance of the QMS, identify areas for improvement, and make strategic decisions to enhance overall quality and customer satisfaction. Management reviews include:

- Analysis of KPIs and Performance Metrics
- Review of Customer Feedback and Complaints
- Assessment of Risks and Opportunities
- Identification of Improvement Actions

Declaration

Applied IT Solutions & Consultancy Services Ltd declares that while we do not hold ISO 9001 certification, we strictly adhere to its guidelines outlined in this Quality Policy and Procedure. Our commitment to quality management is integral to our business ethos, and we continuously strive to uphold the highest standards of quality and customer satisfaction in all our endeavours.

This policy and procedure are communicated, understood, and implemented at all levels of the organization, and regular reviews are conducted to ensure its ongoing suitability and effectiveness.