



OASYS Cybernetics Private Limited

QMS Management System Policy

Version 0.1

Revision History

Version No.	Release Date	Prepared & Modified by	Changes Effected	Reviewed by	Approved by
0.1	21-Nov-2023	Quality Head	Initial Version	MD	MD

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Introduction

OASYS Management Systems has the defined framework having a structure containing the Policy of the respective management System at the top and the same is promulgated down to processes that realize the policy supported by Forms / formats to ensure the evidence through guidelines and work instructions

OASYS Management Systems have established processes mapping to the following ISO standards

1. ISO 9001:2015 for QMS
2. ISO 14001:2015 for EMS
3. ISO 50001:2018 for EnMS
4. ISO 45001:2018 for OH and S
5. ISO 22301:2019 for BCMS
6. ISO 27001:2013 for ISMS
7. ISO 20000-1:2018 for ITSM
8. ISO 17025:2017 for Testing Laboratory

We have accomplished our capability in defining, implementing and maintaining the above Management Systems.

Top Management has the commitment to sustain and maintain improvements to the above management systems.

The commitments are exhibited through by establishing the Policy for the management systems and ensuring the policies are well communicated, understood and realized by all in the organization.

SCOPE

The scopes for all the above management systems are the following units /projects, products or Services.

Manufacturing

- Design, development, manufacturing, assembling and delivery of Energy Measurement and saving device, **POS devices, Tablet Devices, Biometric Devices such as finger print scanner, IRIS Scanner, Face recognition, MPOS Device including supply, training and maintenance facility.**

Services

- Complete Turnkey projects including training and maintenance for IT implementation, Software development, System & IT integration for E-Governance using **POS, Tablet devices and MPOS, Biometric Devices such as Finger print scanner, IRIS Scanner, Face Recognition, IT Hardware supply and maintenance, Help desk support / Grievance redressal / Call**

center services, Supply chain management with track and trace solution, Healthcare Management Information System, ERP Software Solution, Banking project (Digital Signage Solution) with training and maintenance etc., Manpower Services, Digital Payment Services (FINTECH Domain) and Artificial Intelligence (AI) Web Services and other value added services.

Quality Management Systems

The purpose of OASYS's Quality Management System is to ensure product and service quality continue to meet the highest standards demanded by the organization and expected by its customers; and to ensure OASYS's products, process, and services are carried out in an environmentally responsible and protective manner.

This QMS system at Oasys specifies the required quality policy applicable in contractual situations to demonstrate OASYS's capability to design and development assembly and delivery of POS Device for Public Distribution System and Biometric devices such as finger print scanner, IRIS Scanner, Face Recognition.

Some of the benefits of QMS processes are:

- Improved Quality (Reduction in waste, rework, scrap, complaints, cost, error/defects)
- Improved efficiency and productivity
- Improved level of motivation, co-operation, workmanship and quality awareness
- Improved communication
- Greater control of processes and activities
- Greater focus on continual improvement
- Better quality = more satisfied customers
- Improved prospect opportunities (eGov POS, Excise Software Development, HMIS)
- Better Market Image

Quality Management Policy

We are committed to achieve total customer satisfaction by, meeting all their requirements, delivering products, other related services on time, every time through continual improvement of our processes and procedures.

POLICY OBJECTIVES

The following are our QMS Objectives

1. Improve Customer Satisfaction

Satisfy new customers; achieve higher levels of satisfaction of loyal customers by providing timely and quality material and services.

2. Improve Supplier Performance

Through timely supplier corrective action and supplier development activities

3. Improve Processes & Product, Service, Quality and innovative new products

Through teamwork aimed at reducing scrap, rework, waste, cycle time variation, etc.

4. Improve On-Time Delivery Performance

Through better planning and resource management

5. Continual improvement in our product and services so that client gets satisfied and places repeat order.

OASYS establishes implements, maintains and continually improves the quality management system, including the processes needed and their interactions, in accordance with the requirements of this International Standard.

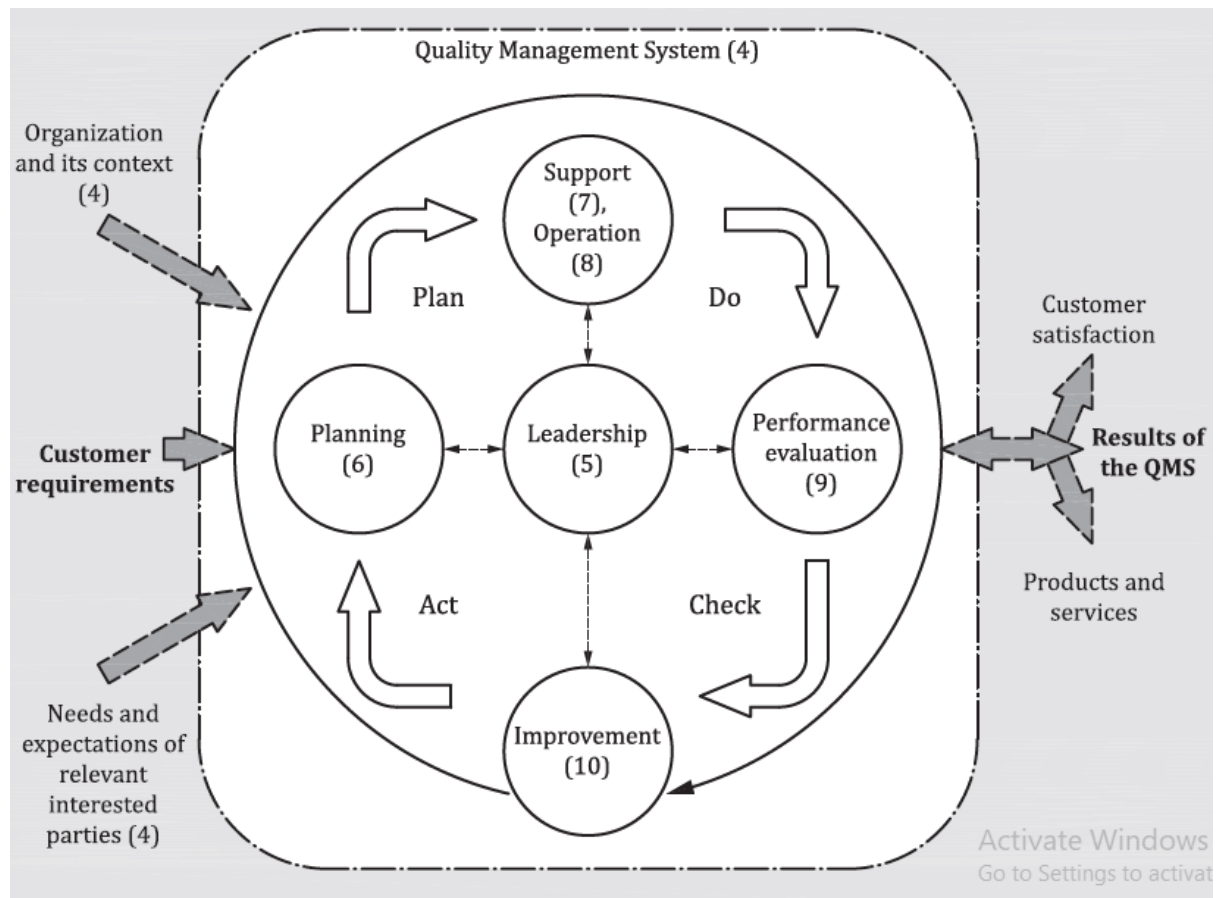
OASYS Projects and functions have defined appropriate QMS related process performance objectives to fulfill the above organization Objectives through adequate metrics and measures.

Organization has identified a Metrics Analysis Group (MAG) to define, implement and improve applicable measures, metrics and analysis techniques across the organization. MAG has established processes, templates, guidelines related to Service management Activities including collection, analysis and archiving mechanisms.

Measures and Metrics are oriented to all projects and functions as appropriate by Metrics Analysis Group and supports function and projects teams to collect and analyze the Service related performance objectives.

Projects and functions report to Senior Management about the performance of their service operation periodically through the OMS defined Metrics analysis Report. MAG will extend support to analyze the performance through analysis techniques like 5 why analysis and Cause effect diagram and help to identify process changes to improve the Service Management Objectives.

The following diagram illustrates the schematic representation of Quality Management System.



QUANTITATIVE

We have the following Objectives defined quantitatively:

Sl. No	Quality Management Objective
1	To increase profitability 10% year or Year
2	To Maintain the Resource Utilization Index > 95 %

3	To increase (POS) Performance rate by 5% every 6 months
4	Average training hours / employee / month > 2 Hrs
5	SVC Projects – POS Uptime > 98%
6	DEV Projects – Productivity = 0.8 Story Points/Manday
7	SVC and DEV Projects - Effort Variance <10%, Schedule Variance < 10%
8	Attrition rate < 5%

Evolution of the Policy Manual

This policy manual will undergo changes as and when business scenario of the organization changes or during the change in the requirements of the respective Standard.

The manual will follow the OMS defined version control procedures as and when changes are applied.

This policy document will be prepared/modified by the Quality Head and reviewed and approved by the Managing Director.