



MPHASIS
an HP company



QUALITY POLICY

Mphasis is committed to Quality as an integral part of total business strategy, with the goal of achieving market leadership and client satisfaction by continually improving our capability to identify, develop and provide services that are valued by our clients. Our primary focus is on consistency, reliability and security while providing the responsiveness and the continuous improvement necessary to support our clients' success in their industry. We will do this by:

- Focusing business efforts on anticipating and responding to client needs to deliver innovative and profitable products.
- Complying with international quality standards and standards for security, privacy and service management as defined in our contracts.
- Demonstrating environmental and social responsibility appropriate to the nature and scale of our activities, product and services.
- Focusing process improvement efforts on reducing the time required to deliver services.
- Preparing and encouraging all employees to apply process improvement tools and techniques.
- Our specific commitment to each client is documented in the client agreement.