



ISO 9001 - Quality Management Systems Certification (QMS) Policy

Quality Policy

At Interswitch Limited, we are committed to delivering integrated digital solutions and transactional services that consistently satisfy the requirements of our customers and exceed their expectations.

This will be accomplished through the effective implementation and continual improvement of a Quality Management System that completely complies with the requirements of the ISO 9001:2015 standard, conveying exceptionally competent and committed workforce in all areas of our operations, utilization of cutting-edge innovation and building impressive business relations with our partners while meeting all legal and other applicable requirements.

This policy sets the framework for the establishment and reviewing of our quality objectives.

Mitchell Elegbe

Group Managing Director

19th April 2024

Date



ISO 9001 - Quality Management Systems Certification (QMS) Objectives

The Interswitch Quality Objectives are measurable, consider applicable requirements and consistent with the Quality Policy. These objectives are also established at individual levels within the organization as relevant to the provision of service to customers, as either Balance Score Cards, Objectives & Key Results, Confirmation Score Cards, Key Performance Indicators etc.

The quality objectives are:

1. Achieve 99.99966% (6 sigma) delivery on user and business requirements for delivered solutions.
2. Ensure 99.99966% (6 sigma) uptime on all transaction processing systems.
3. Achieve 70% (3.5 sigma) customer satisfaction rating annually on all services delivered.
4. Carry out internal audit of the QMS annually to identify areas of concerns for continual improvement.
5. Ensure 93% (3 sigma) compliance with the defined SLA for customer request resolution.
6. Achieve 100% (6 sigma) annual compliance with all applicable legal requirements and any others which the organization subscribes to
7. Achieve 95% (3.5 sigma) completion of QMS awareness training to enable consistent and excellent delivery of products and services.

Mitchell Elegbe

Group Managing Director

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