



ISO 9001 - Quality Management Systems Certification (QMS) Policy

Quality Policy

At Interswitch Limited, we are committed to delivering integrated digital payment 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.

A handwritten signature in blue ink that reads "Mitchell Elegbe".

Group Managing Director

14/02/2023

Date



ISO 9001 - Quality Management Systems Certification (QMS) Objectives

The Interswitch Quality Objectives are measurable, take into account applicable requirements and consistent with the Quality Policy. These objectives are also established at functional levels within the organization as relevant to the provision of service to customers.

The quality objectives are:

1. Ensure that delivered solutions meet the user and business requirements through 99.99966% (6 sigma) acceptance of UAT on all completed projects.
2. Ensure at least 99.99966% (6 sigma) uptime on all transaction processing systems.
3. Achieve a minimum of 95% (3.5 sigma) customer satisfaction rating annually on all services delivered.
4. Carry out internal audit of the QMS at least once in a year to identify areas of concerns for continual improvement.
5. Ensure at least 93% (3 sigma) compliance with the defined SLA for customer requests resolution.
6. Achieve 100% (6 sigma) annual compliance with all applicable legal requirements and any others which the organisation subscribes to, through monthly evaluation and reviews.
7. Improve skill capability annually for all staff by achieving 95% (3.5 sigma) completion of QMS awareness and other trainings enabling consistent and excellent delivery of products and services.

These objectives are monitored and communicated to all stakeholders and staff of the organization. The objectives are cascaded through the group heads to individual staff in form of balanced scorecards to ensure adequate measurement.

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Group Managing Director

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