



Quality Management Policy

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Revision history

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1. Purpose

The purpose of this document is to define Intelfort Nigeria Ltd.'s Quality Management Policy, objectives, and procedures to ensure consistent delivery of high-quality data management, analytics, and AI services that meet or exceed client expectations and comply with ISO 9001:2015 standards.

2. Scope

This policy applies to all services offered by Intelfort Nigeria Ltd, including:

- Data Integration
- Data Warehousing
- Reporting and Visualizations
- Data Quality Management
- Master Data Management
- Big Data Architectures
- Machine Learning and Artificial Intelligence

It covers all operations, projects, and engagements across all industries served, including financial services, telecommunications, education, public sector, healthcare, and oil & gas.

3. Company Overview

Intelfort Nigeria Ltd is a leading IT consulting and implementation firm specializing in Data and AI solutions. We operate primarily as a **data processor**, offering end-to-end services that enable our clients to extract, manage, and derive insights from data, as

well as leveraging data and intelligence to drive business processes and activities, in compliance with data privacy and security standards.

4. Quality Policy Statement

We are committed to delivering high-quality, reliable, and innovative data and AI solutions that meet applicable requirements and exceed customer expectations.

We will achieve this by:

- Ensuring a customer-centric approach
 - Continually improving our processes and services
 - Empowering and training our employees
 - Complying with all applicable legal, regulatory, and contractual obligations
 - Maintaining an effective ISO 9001:2015-based Quality Management System (QMS)
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5. Context of the Organization

We consider both internal and external factors that influence our ability to deliver quality services, including:

- Customer expectations
- Technological evolution
- Regulatory requirements
- Competition and market trends
- Employee competencies and organizational culture

Stakeholder needs and expectations are regularly reviewed and embedded into the QMS.

6. Leadership and Commitment

Top management is fully committed to the development and continual improvement of the QMS. Responsibilities include:

- Defining quality objectives
 - Ensuring alignment with strategic goals
 - Promoting risk-based thinking
 - Providing resources
 - Reviewing performance and driving improvement
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7. Quality Objectives

Quality objectives are measurable and aligned with the quality policy and customer needs. Examples:

- 100% compliance with project delivery timelines
 - 95%+ customer satisfaction score annually
 - Less than 1% of projects with critical non-conformances
 - 100% of staff trained annually on updated QMS procedures
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8. Organizational Roles, Responsibilities and Authorities

Defined roles include:

- **Quality Manager:** Oversees QMS implementation and audit coordination
- **Project Managers:** Ensure project adherence to QMS processes
- **Delivery Teams:** Execute project deliverables in compliance with quality standards

- **Leadership:** Provide oversight and drive continual improvement

All staff are trained on their roles and responsibilities.

9. Risk and Opportunity Management

We use a risk-based approach to prevent quality issues and capture opportunities for improvement:

- Risk identification and assessment at project inception
 - Mitigation plans embedded into project and operational planning
 - Opportunities for innovation captured in retrospectives and reviews
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10. Process Approach

Each core business function (e.g., data integration, analytics, AI model development) is documented as a process with:

- Inputs/outputs
- Process owners
- KPIs
- Risks and controls
- Interfaces with other processes

Processes are continuously monitored and optimized.

11. Customer Focus and Communication

Our QMS ensures:

- Understanding of customer requirements through detailed scoping and stakeholder engagement

- Regular client check-ins and reporting
 - Mechanisms for feedback collection, analysis, and action
 - Prompt resolution of issues
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12. Documented Information Management

- All policies, procedures, and work instructions are version-controlled and accessible.
 - Documented information is reviewed and updated periodically.
 - Changes are communicated effectively to all stakeholders.
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13. Control of Nonconforming Outputs

When nonconformities occur:

- They are documented and analysed.
 - Root cause analysis is conducted.
 - Corrective actions are implemented and monitored.
 - Customers are notified when relevant.
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14. Continuous Improvement

We promote continuous improvement by:

- Regularly reviewing process performance
- Conducting internal audits and management reviews
- Using lessons learned from projects
- Empowering employees to contribute improvement ideas

15. Internal Audits and Reviews

Internal audits are conducted at least annually to:

- Evaluate conformity to ISO 9001:2015
- Assess QMS effectiveness
- Identify improvement areas

Findings are reported, and corrective actions tracked to closure.

16. Training and Competence

All employees receive training relevant to their roles:

- Onboarding includes QMS awareness
 - Technical and domain-specific training plans are developed
 - Competency assessments are conducted periodically
 - Training records are maintained
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17. Supplier and Partner Management

We manage quality of third parties through:

- Evaluation and approval process for vendors/partners
 - Defined SLAs and quality expectations
 - Periodic performance review
 - Risk assessments of outsourced processes
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18. Compliance with Legal and Regulatory Requirements

As a **data processor**, we ensure compliance with:

- NDPR, GDPR, and other applicable data protection laws
 - Industry-specific regulations in client sectors
 - Contractual requirements related to quality, data, and security
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19. Review and Update of this Policy

- This policy is reviewed **annually** or when significant changes occur.
- Changes are approved by top management and communicated internally.
- Review results are documented and used for continual improvement.