



## Quality & Security Policy

NST is committed to maintain **high quality standards** in **delivering timely** and **cost effective** solutions to our customers by **continual improvement** of our processes, instilling **quality consciousness** amongst all employees and recognizing the **confidentiality, integrity** and **availability** of information assets to relevant stakeholders including our customers.

## Business Objectives & Goals

1. **Key Objective 1:** Provide high quality services to our clients.  
**Goal 1** – Client Satisfaction Score of more than 90 %  
**Goal 2** – On time Delivery >90%  
**Goal 3** – No defects of showstopper/critical type in first release to the client.
2. **Key Objective 2:** Continuous focus on employee satisfaction and competency development so as to reduce and stabilize employee attrition.  
**Goal 1** – A minimum of 4-man days training in a year per employee.  
**Goal 2** – Overall attrition rate <15% in year  
**Goal 3** – Employee satisfaction survey score of greater than 75%
3. **Key Objective 3:** Continual improvement of services to our internal & external customers.  
**Goal 1** – Key process performance improvement of at least 10% per annum in all departments
4. **Key Objective 4:** To secure its information assets and of its customers, NST shall deploy procedures to maintain confidentiality, integrity and availability of all information assets.  
**Goal 1** – Number of security incidents of high severity to be less than 5% of total security incidents.
5. **Key Objective 5:** To have year on year revenue increase while maintaining profitability  
**Goal 1** – Revenue growth of >=40% with respect to the previous financial year  
**Goal 2** - Profit before Tax to be >=20%

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