

Policy

# EU Quality Policy

EU Governance, Risk and Compliance (GRC)

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# 1. Foreword

## 1.1. Introduction

NTT Data Ltd is committed to establishing and maintaining the highest level of quality in our policies and processes." By establishing a standardised approach to how we define and implement our processes, NTT Data provides an assurance to our business and our clients that we are empowered to deliver best practice.

It is essential that NTT Data uses feedback both from our clients and from internal stakeholders to learn from and improve on polices and processes, to promote continual improvement in our products and services to clients.

## 1.2. Scope

The Quality Policy sets the overarching strategy for EU region-defined policies. This policy applies to the NTT Data European region Operating Companies that have implemented the Quality Management System as part of the EU IMS, unless otherwise indicated.

Local country management may implement additional processes, which should be viewed in conjunction with this policy. In all cases local legislation will apply and take precedence.

## 1.3. Purpose

The Quality Policy governs the quality requirements and direction needed across the NTT Data Europe region, to set appropriate management and quality assurance practices, which can be applied to all Operating Companies within the NTT Data Europe region which have implemented the ISO9001 Quality Management System as part the EU IMS. It represents a foundation of planning, control, and improvement.

This document describes, at a high level, NTT Data, Europe Region's Integrated Management System practices. The Integrated Management System (IMS) integrates the management of many facets of NTT Data's business activities under a common framework within the European Region.

The overarching aim of the Integrated Management System is to ensure that NTT Data's businesses can consistently deliver its commitments to shareholders, clients, suppliers, and other interested parties, by managing risk effectively.

## 1.4. Objective

Quality management is a component of the NTT Data Ltd.'s EU Integrated Management System.

The quality activities described in this policy are planned to meet or exceed the requirements of the international quality standard ISO 9001, to which NTT Data Ltd Europe Region is compliant.

This policy provides information specific to NTT Data Ltd.'s management of the quality of the Products delivered to Clients.

## 1.5. Quality Policy Statement

NTT Data Ltd. specialises in the design, planning, implementation and management of IT solutions and services that help its clients to plan, build and maintain their IT infrastructures. NTT Data Ltd. applies its expertise in networking, and secured unified communications, security, operating environments, data centre and contact centre solutions together with unique skills in consulting, integration, and managed services to create customised client solutions.

Management's principal, business aligned quality goal is to provide solutions and services that routinely and measurably satisfy or exceed the requirements of quality, reliability, contract, and fitness for purpose required by NTT Data Ltd. clients and all applicable regulatory authorities.

NTT Data Ltd. is committed to achieving its quality objectives and to continually improve quality. The management team operates a Quality Management System. This ensures that all requirements for quality are recognised, and that effective, consistent, and uniform control of business processes is adequately established and maintained.

Management maintains employees' awareness of Company quality objectives and their engagement in quality practices through an on-going communication and training programme for personnel at all levels.

*'Quality is embedded in the operational excellence and client experience of NTT Data Ltd.'*

## 2. Document References

All IMS-controlled documents can be referenced from the [Integrated Management System - Document Library](#).

- ISO 9001: Quality management systems – Requirements

In this policy, reference to an ISO standard is to the current release.

This policy is the superordinate policy for NTT Data Europe Region.

### 3. Definition of Terms and Acronyms

In this manual, the following terms have special meaning:

Term	Meaning
NTT Data Europe Region	NTT Data Ltd in Europe regional entity to which all operating companies within the European continent is included.
IMS manager	A person responsible for the operation, monitoring, and review of the Integrated Management System or individual responsible for an individual discipline
Client	The organisation to which NTT Data Ltd provides a Product, with contractual terms and conditions
NTT Data Ltd	The NTT Data group of companies
Product	A physical (hardware or software) item or a service that is provided to the Client by NTT Data Ltd
Quality	The totality of features and characteristics of a Product that bear on its ability to satisfy a given need
Supplier	An organisation that supplies Product to NTT Data Ltd for its direct use or for onward supply to NTT Ltd Clients
Top Management	The CEO and their direct reports

*Table 1: Definition of terms used in this document.*

#### Acronyms

Acronym	Description
ISO	International Standards Organisation
IMS	Integrated Management System
QMS	Quality Management System

*Table 2: Description of acronyms used in this document.*

## 4. Document Control

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