

ENDOTHERM	QUALITY SYSTEM MANUAL
DOC REFERENCE	DESCRIPTION
QSM-3.0-QP	QUALITY POLICY AND OBJECTIVES

QUALITY POLICY

We are committed to provide services which satisfy needs and expectations of our customers through:

1. Management Commitment
2. Involvement of all Employees
3. Continual Improvement

QUALITY OBJECTIVES

- a) Achieve 95% Customer Satisfaction –through Customer Feed back Report , Customer Rating if any , Customer delivery adherence level , reduction level in customer concern & returns.
- b) Achieve Customer PPM Level “ ZERO”
- c) Achieve 15000 PPM in Internal Rejection.
- d) Achieve 2000 PPM in Supplier rejection
- e) Achieve ZERO Accidents and Safe Working Environment – through 5 S audits.
- f) Achieve effective utilization of resources – through zero breakdowns, reduction level in in-house complaint.

Our quality policy statement indicates our commitment and focuses on what is important to us as an organization: achieving customer satisfaction; and it prescribes the method by which we accomplish this: by continually improving processes, products, and services to ensure they consistently meet or exceed requirements. Moreover, our quality policy statement acts as a compass in providing the direction and a framework for establishing key corporate level performance measures and related improvement objectives (Section 9.3.2).

We ensure that our quality policy is communicated and understood at all levels of the organization through documented training, regular communication, and reinforcement during annual employee performance reviews (Section 7.3).

Our quality policy statement is controlled by inclusion in this manual, and along with all policies contained in this manual, is reviewed for continuing suitability during management review meetings (Section 9.3.2).

REF: BUSINESS PLAN (ANNEXURE-08)

Director
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