



**QUALITY POLICY**

This is the policy of Quality Services & Solutions – QSS (Mumbai) to always provide highest quality services to our customers – those that conform to valid and mutually agreed upon requirements – so that we go on to achieve maximum customer satisfaction.

We can achieve the above only by knowing and understanding the requirements of each job we undertake, for which QSS have capabilities to execute the job and doing the job right first time.

Since quality is the corporate commitment within QSS (Mumbai) each of us, employees of QSS, top downwards, is personally responsible for the quality of our work, and shall try to improve the same continually, leading to greater customer satisfaction and improvement in the organization's capabilities and performance.

**TO ACCOMPLISH THIS WE SHALL**

1. Treat all activities of QSS as a process, and / or combination of several sub-processes, and manage the same through application of Quality Management System approach and Quality Improvement techniques.
2. Make QSS as compatible as possible, in terms of capabilities and services, with market needs, both for the present and the future.
3. Provide adequate and effective resources and manage them efficiently to ensure continual improvement of quality management system and customer satisfaction.
4. Train our people in the principles and methods of quality improvement and operational / generic skills to enable them identify and eliminate problems to improve their service quality and add value to customers interest.
5. Continually measure the efficiency of our processes to improve customer satisfaction.

**Mr. C. Ramadasan  
Managing Director  
Quality Services & Solutions Pvt. Ltd.,  
Mumbai.**