



# Quality Objectives

## QUALITY OBJECTIVES FOR THE YEAR 2024 - 2025

Policy Element	Objective	UOM / Source	Current Level	Target	Resource Requirements	Responsibility	Evaluation Method*
Customer Satisfaction	Customer Satisfaction Index	%	85	>90	Nil	Marketing Executive	Customer Satisfaction Survey
Quality Products requirements	Customer Complaints	Nos	1	0	Nil	Quality In charge	Customer Complaint Register
Delivery	On Time Delivery performance	%	70	>90	Nil	Marketing Executive	Plan Vs Actual
Continual Improvement	To increase of Turnover	In Lakhs (INR)	40 lakhs	100 Lakhs	Nil	Marketing Executive	Client List
Quality Products requirements	Rejection	%	2	< 2	Nil	Operation Head	Rework and Rejection register

*Evaluation Method\* - These objectives are monitored, reviewed, and evaluated during the Management Review. Based on the results the objectives are updated.*