|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Quality Objectives & Targets** | Monitoring method | Responsibility | Target date | Summary |
| To provide efficient service through a timely, reliable and cost-effective services through:   * Zero tolerance for unsatisfactory customer service, yearly * Zero tolerance Safety, Security and environment incidents, monthly * Employees awareness training related to quality, yearly * Reduced TAT to 3 days for every job * Stock accuracy, 100% monthly | Annual survey  HSE Committee review  Tracking Records  Operational activity  Stock count | QOHSE & IS Mgr.  HSE Committee  HR Manager  (People & Culture Advisor)  Operations/business managers  Operations/business managers/Finance Mgr. | Year end  Year end  Monthly  Monthly  monthly | Survey conducted end of previous year or at the beginning of the year;  discussed in review meeting  discussed in review meeting & HSE Committee meeting  discussed in review meeting  discussed in review meeting  discussed in review meeting |

Signed:

**Prem Reddy**

Managing Director *Date Printed & Signed*:  **10-02-2023**