



## **Quality Policy :**

It is the policy of B&R to identify customer needs and to ensure "Total Customer Satisfaction" through sustained endeavour by maintaining quality, delivery schedule and trouble free service.

## **The Quality Objectives are :**

- ❖ To maintain control check points for all activities to preserve and enforce the established quality standards.
- ❖ To monitor quality in order to provide a measure of the effectiveness of the total quality effort and to identify the areas requiring remedial quality planning and action.
- ❖ To encourage a continuing communication with the clients to assure that the established quality standards are as per requirement.
- ❖ To encourage a continuing exchange of quality experiences and recommendations between field and Head Office / Zonal Office operations.
- ❖ To maintain and motivate quality consciousness among all employees of the company by sponsoring technical management training and professional advancement programs.
- ❖ To ensure necessary environment and infrastructure at all required levels.

Date : April 23, 2021

Place : Kolkata

S. S. RAWAT

Chairman and Managing Director