
WI/MRO/006/04
Policy Mandatory
16 Jan, 2025

Issuing Department

Quality Management System

Target Audience

All employees

Approver

Managing Director

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Commitment of the Managing Director

Quality is one of the main strategic drivers of our business growth. We want to delight existing customers, and to attract new customers with world class product quality.

Our quality policy is :

- ***Our goal is to minimise our customers' inconvenience***
- ***Our customers therefore determine our quality***
- ***Quality does not just refer to the products we deliver to our customers, but also to the quality of work we do in all our business areas and for all 'internal' customers.***
- ***We aim to meet or exceed all quality specifications applicable to us***
- ***We expect every member of workforce to take ownership of their entire work and to ensure that defects are never passed on to the next process***
- ***We improve quality by :***
 - ***Providing trainings wherever needed in the entire supply chain to ensure that people have the necessary product & process knowledge***
 - ***Technology upgradation of our products & processes***
 - ***Focussing on Defect prevention rather than defect detection***
 - ***Good communication throughout the supply chain of all quality issues***
 - ***Continuously challenging ourselves to improve our quality management system***

We aim to live our quality policy everyday, to help our customers win



Vishal Lalani
Managing Director

Quality Objectives

1. Improvement in Customers scorecard
2. Reduction in O' km rejection
3. Reduction in field failures
4. Reduction in Assembly throwback rejection
5. Increase in Product / Process /Dock audit score
6. Increase in Training hours of suppliers/employees/customers
7. Reduction in 100% inspection
8. Increase in number of error proofing/poka yoke
9. Number of improvements in QMS
10. Number of technology upgrades in product/process