

Quality Policy Statement

The Inductus Consultants (P) Limited (ICPL) is dedicated to the quality policy that will ensure that its products and services fully meet the requirements of its customers at all times.

The goal of the organization is to achieve higher level of customer satisfaction at all times by utilizing its unique service offering, Inductus' Integrated Consulting & Outsourcing Services & Solutions (ICOSS), the same is to be achieved with integrating the services of all its business verticals.

ICPL believes in the concept of client and allied organizations working together in pursuing this policy and in continually striving for improvements in service quality & delivery.

The quality policy is based on 4 fundamental principles:

1. Ensuring, that we fully identify and conform to the needs of our customers.
2. With strict adherence to Quality Policies, Systems, Standard Operating Procedures (SOPs) & Finer Processes.
3. Looking at our service provision processes, identifying the potential for errors and taking the necessary corrective actions to eliminate them.
4. Everyone understanding how to do their job and doing it right, first time.

To ensure that the policy is successfully implemented, Team Inductus will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at management review.

The quality policy principles and objectives will be communicated and available to Inductus' Team, at all times. Training will be an integral part of the strategy to achieve the set objectives.

Within this Policy, we are committed to operate our Company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2008, planned and developed jointly with other management functions.

At Inductus, we all are committed to operate continuously and adhere to this standard and we will maintain the necessary Quality Approvals consistent with our customer requirements.

We shall constantly review and improve on our services to ensure tasks are completed in the most cost effective manner with strict adherence to the time lines, keeping quality as pivotal to all the actions.

We shall ensure that all our personnel understand and fully implement Organization's Policies and Objectives in general and Quality Policy in particular and are able to perform their duties effectively through an ongoing training and development & Capacity Building Programs.

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Managing Director
Inductus Consultants (P) Limited