



## QUALITY POLICY

### Quality Policy Statement

*Sterling & Wilson is committed to achieve and sustain excellence in its MEP, EPC & Energy solutions & services business through an established integrated management system.*

*Everyone at Sterling & Wilson is responsible and accountable for satisfying the needs and expectations of all interested parties as per contractual, statutory and regulatory requirements with best in class solutions & services.*

*Risk based thinking and approach shall be incorporated in the integrated management system to achieve the set objectives.*

### Quality objectives

- Build a mutually rewarding relationship with our customers and ensuring their long term success, through understanding of their needs and expectations Customer satisfaction shall be measured through customer survey conducted periodically.
- Achieve our commitments for quality, cost and schedule.
- Drive continual improvement and innovation based on efficient business processes, well defined measurements, best practices and customer surveys.
- Develop team competencies, creativity, empowerment and accountability through enablement, development programs, strong management involvement and commitment.
- Departments / function wise KPI's should be established and checked through appropriate measurement.

**Shrikant Dhekne**

**CEO**

**15th February 2018**