

Quality Policy

ENGINEERING DESIGN & RESEARCH CENTRE, ECC DIVISION

Chennai & Kolkata

To provide consultancy, design and total engineering services to our customers by integrating sound quality management principles in all our activities and at all levels of organisation.

We would be focused in our work and operate with clearly articulated and aligned objectives and strategies embracing:

- Customer satisfaction through total involvement and prompt response at all levels.
- Generate correct engineering documents, first time and every time, within delivery schedule, meeting all technical, contractual and statutory requirements by deploying adequate resources.
- Implement Plan-Do-Check-Act methodology at every stage of work to achieve optimal engineering solutions and timely execution by innovative methods.
- Standardisation, automation and creation of data bank to enhance productivity.
- Continual improvement through systematic review of all feedbacks and by upgrading knowledge and skills through training.
- Motivating employees to attain global benchmarks and technology leadership and excelling through continuous learning.

K P Raghavan

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Vice President &
Head - Buildings & Factories Sector



LARSEN & TOUBRO LIMITED

