

# Quality Policy

We are committed to achieving and sustaining best-in-class business excellence through a value-driven professional approach towards total customer satisfaction.

## Guiding Principles

- Design and build projects, systems & platforms, manufacture products and provide services to meet specific customer requirements within stipulated time schedules.
- To be a learning Company by constantly benchmarking ourselves to the best industry practices and delivering superior value to customers on-time, on-budget, on-quality.
- Achieve operational excellence by leveraging digitalisation, innovation and cost-effective practices in all our lines of businesses.
- Effectively implement Quality Management Systems as per global standards to constantly improve our processes, products and services.
- Develop leaders who can adopt and nurture a culture of business excellence to achieve business objectives through innovation, entrepreneurship and teamwork.
- Enhance employee morale and motivation by developing and empowering employees through learning, training and competence development.
- Build long-term relationships with customers, stakeholders and strategic business partners based on shared objectives for enhanced value creation.
- Reduce the risk related to businesses, processes, products and services by continuously identifying, reviewing and mitigating risks.

We will abide by the principles of the above Policy in letter and in spirit.

1<sup>st</sup> July, 2024

  
**S. N. Subrahmanyam**  
Chairman & Managing Director



**LARSEN & TOUBRO**