



# QUALITY MONTH

Quality Department  
BHEL, Trichy-14

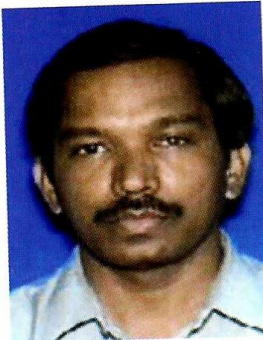
*Quality - our Commitment, Customer's Right  
Business prospers with Customer Delight*



### **Message from the Executive Director**

Foremost amongst our commitments to customer is Quality. Quality is the essence of business. We should make a sustained effort towards Quality improvement – be it in manufacturing, processes or in any other activity we do so that we achieve Zero Defect in all that we do.

S.Gopinath  
Executive Director / Trichy



### **Message from GM/Quality**

Quality is supported by many pillars. Knowledge Management is one of those. With a large age gap between the younger and senior employees, it becomes all the more important. Efforts are required on the safety and retrieval of every bit of information.

G.Mathivanan  
GM/Quality

## **Quality**

QUALITY is the totality of features and characteristics of a product or service that bear on its ability to satisfy stated or implied needs.

## **Quality Assurance**

QUALITY ASSURANCE comprises of all those planned and systematic actions necessary to provide adequate confidence that a product or service will satisfy given requirements for Quality.

## **Quality Control**

QUALITY CONTROL comprises of all the operational techniques and activities that are used to fulfil requirements for Quality.

## **Quality Audit**

QUALITY AUDIT is a systematic and independent examination to determine, whether quality activities and related results comply with the planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve the objectives.

## Quality Policy

In its quest to be Global Engineering Enterprise, BHEL pursues continual improvement in the Quality of its products, services and performance leading to customer delight through commitment, innovation and team work of all employees.

## Quality Objectives

To enhance

- Competitive edge of Products/Services by building and improving Key Processes.
- Value addition by reducing Cost of Quality.
- Timely and Speedy Sequential Delivery and Response.
- Quality of Supplies by improving Supplier performance.
- Capability of Human resources by upgrading skill and competence.
- Logistics to ensure timely supplies.
- Ease of installation / erectability improvement at Sites.

## 5S Discipline

|          |                          |
|----------|--------------------------|
| SEIRI    | : Sorting Out            |
| SEITON   | : Systematic Arrangement |
| SEISO    | : Spic & Span (Cleaning) |
| SEIKETSU | : Standardisation        |
| SHITSUKE | : Self Discipline        |