

# Quality Excellence

We are committed to deliver quality project and products through a first-time-right approach.

We drive quality through engaged leadership and a risk-based process approach implementation of Framework, Critical To Quality (CTQ), regular bootcamps and multiplayer audits, strategic partnership with our contractors and supplier.

Sterlite Power Quality Framework describes the policy, guidelines, and

management standards to consistently deliver project, product and services that meet the customer and applicable statutory and regulatory requirements, aligned with international ISO 9001:2015 standards.

The performance of Quality is measured through specially designed balance score card comprising input and output parameters. These parameters are categorised into Lead & Lag indicators called Quality Health Index (QHI).

The Quality Health Index (QHI) is designed and developed to measure the implementation and performance of Quality Framework, Procedures and Best Practices in the organisation, across Projects and Plants.

We have initiated digitalisation as a differentiator for quality assurance by ensuring real-time inspections, data analysis and dynamic dashboards. Our manufacturing quality labs are NABL accredited to deliver high-quality conductors, cables and OPGW fibres.

## Quality Excellence Model

Customer Satisfaction, Sustainable and Reliable Assets. First-Time-Right Products.

