



Quality Policy

At Omega Elevators, quality is an integral part of our business principles. Our commitment to quality enables us to constantly dedicate our efforts towards enhancing customer confidence and satisfaction by providing safe, convenient, affordable and reliable ELEVATORS and SERVICES. Our Quality Policy summarizes the essential elements of our commitment to excellence and includes

1. Ensure on-time and right-first-time completion of projects as per customer's, user's and regulatory requirements by proactive communication, knowledge sharing and implementing necessary processes, technologies and resources.
2. Striving to ensure ZCD- Zero Customer Dissatisfaction
3. Routine collection and analysis of customer feedback and customer complaints. Weekly management reviews of process audit results, customer feedback and strategic business alignment

This policy and corresponding quality objectives would be achieved by complying with all quality management system requirements, continually focusing on adding and improving Elevators, Subsystems, Components and Services as well as internal and external processes which will lead us to levels of Global Elevator Standards.

At Omega Elevators we foster a company culture of teamwork, engagement, ownership and employee training and development. This empowers us to achieve our quality objectives and offer products and services that meet or exceed the customer requirements.

We shall periodically align our improvement efforts in line with our business context and strategic direction. We will provide the required leadership, management and resources and ensure that Quality Policy is reviewed annually and communicated to all employees and involved parties.



KUMAR M. DESAI

PROPRIETOR