

# QUALITY



# OBJECTIVES

## OUR QUALITY OBJECTIVES ARE:

1. To be **IMPARTIAL** in decision of **CERTIFICATION AND INSPECTION PROCESS**
2. Upgrade the **CERTIFICATION AND INSPECTION PROCESS** through **TECHNOLOGY**
3. Achieve overall **CUSTOMER SATISFACTION INDEX OF 85%** through **FEEDBACK**
4. Imparting **AT LEAST 2 MAN DAYS/YEAR** training to all certification and inspection body personnel
5. Identifying and minimizing the **POTENTIAL CONFLICT OF INTEREST**
6. Fulfilling the requirements of the standard **IS/ISO/IEC 17020:2012**
7. **CONTINUOUS IMPROVEMENT** in the certification and inspection process

---

**R SUBRAMANIAN, CERTIFICATION AND INSPECTION DIRECTOR**  
**CERTIFICATION AND INSPECTION BODY,**  
**BHARAT PETROLEUM CORPORATION LIMITED**

**01.01.2022**