

VOLTAS LIMITED

Quality Policy

Our Belief

Quality is never achieved by accident, it is a considered and conscious choice among many alternatives.

As an organization, we believe in continual improvement of our products and services with the involvement of all employees to enhance stakeholder satisfaction.

Intelligent direction, sincere effort and skillful execution are the cornerstones that drive Quality across all facets of our organizational activity.

Our Principles

- Promote a culture of excellence in all business processes, products, services and operations to manage changing customer expectations.
- Active compliance with all requirements of the Quality Management Standards as well as applicable legal and statutory compliances.
- Appropriate employee engagement and training to ingrain the drive for quality in each and every aspect of our work.

**Pradeep Bakshi,
Managing Director & CEO,
Voltas Limited**

**1st April, 2018
Mumbai**

A TATA Enterprise