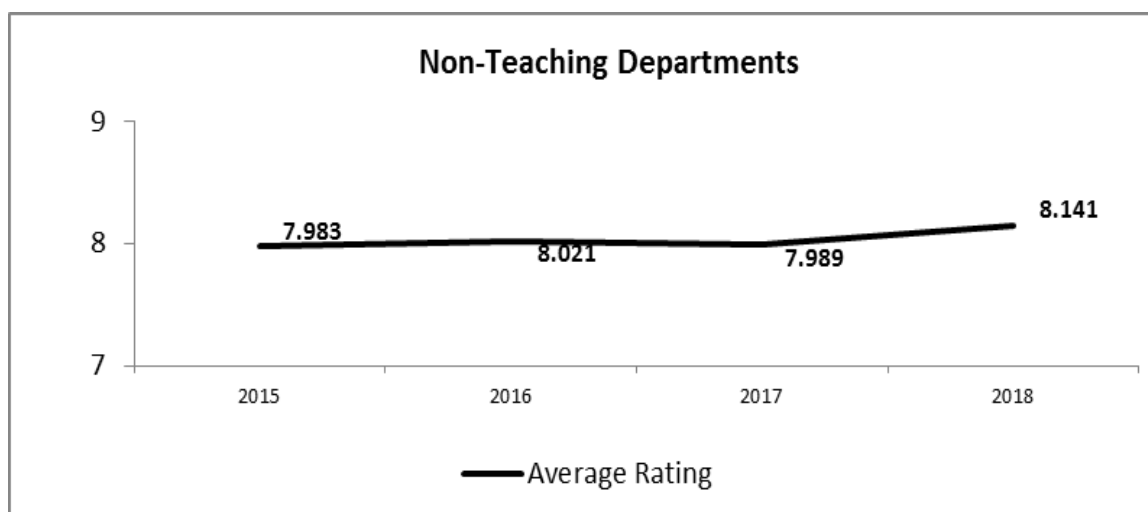
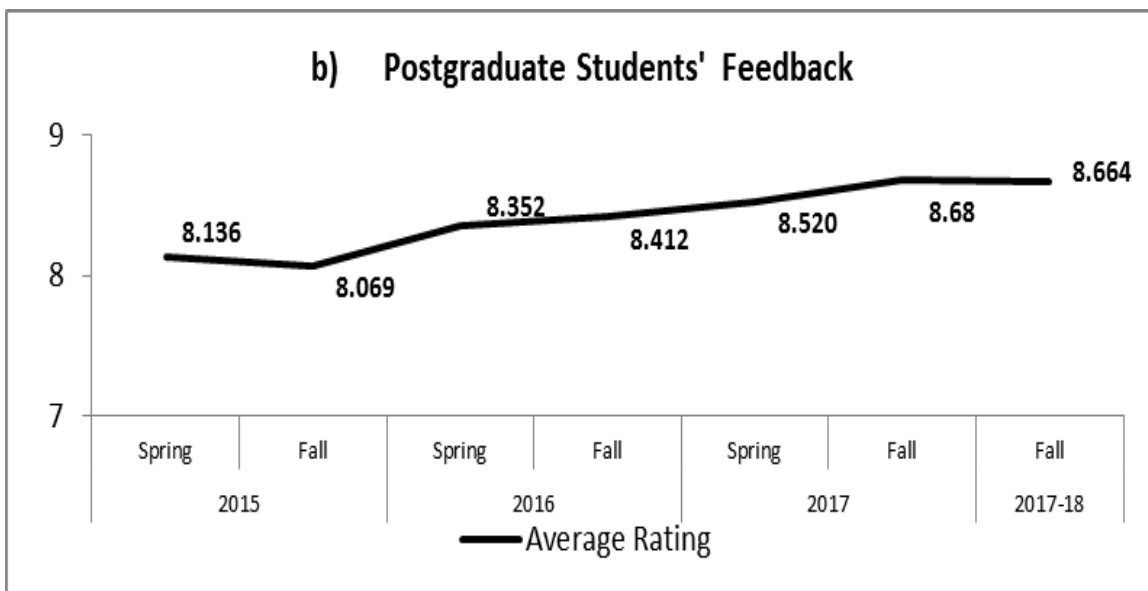
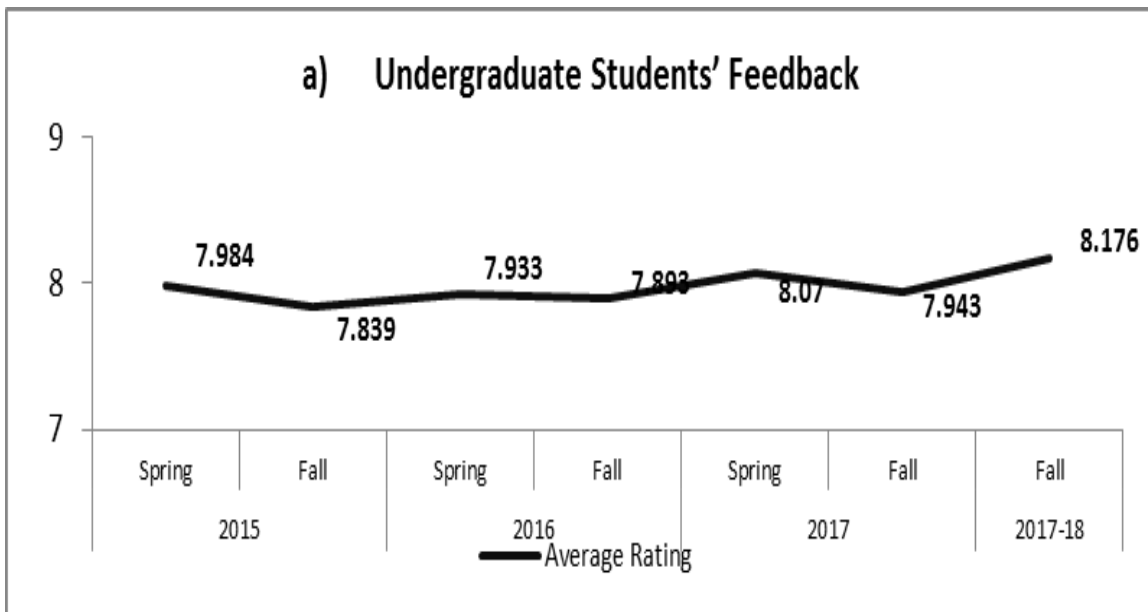


REPORT ON KEY PERFORMANCE INDICATORS QUALITY MANAGEMENT CELL (2018)

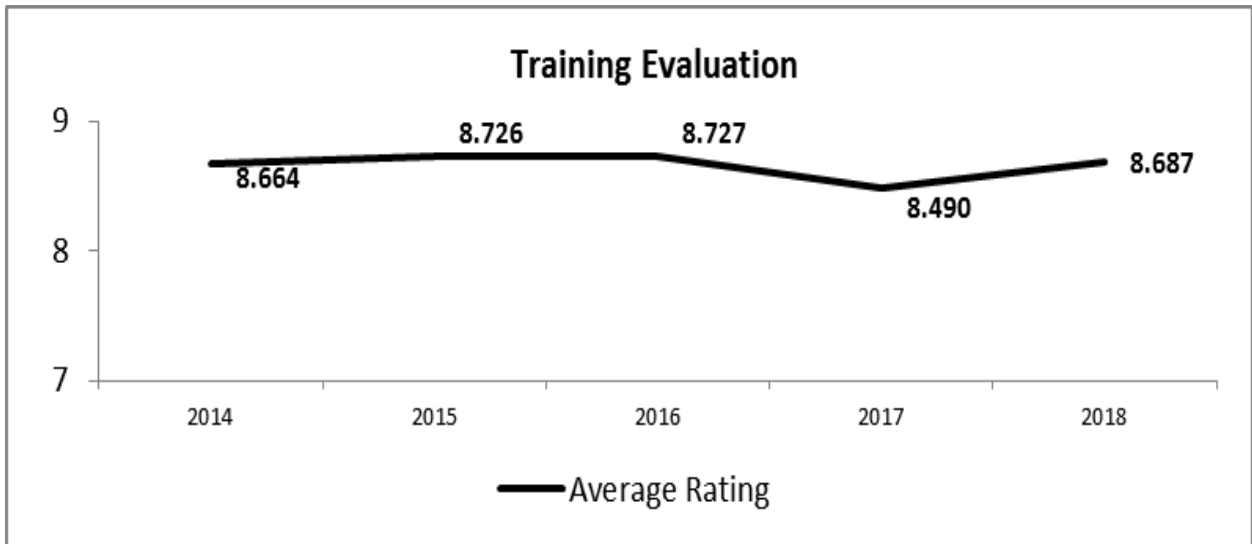
As on: 11-09-2018

1. Level of Customer satisfaction measured through customer survey



REPORT ON KEY PERFORMANCE INDICATORS QUALITY MANAGEMENT CELL (2018)

As on: 11-09-2018



2. Total percentage of Non-Conformities Detected & Solved

S. No	Source of Non-Conformities Reported		Total Non-Conformities Reported			Total Non-Conformities Solved			Total Percentage of Non-Conformities Solved V/ S Detected
			RC	Minor NC	Major NC	RC	Minor NC	Major NC	
01	Internal Quality Audits	30 th IQA May 2017	22	00	00	22	00	00	100%
		31 st IQA Dec. 2017	21	04	00	21	04	00	
02	Surveillance Audits	August 2017	--	--	--	--	--	--	
		January 2018	--	--	--	--	--	--	
Total:			43	04	00	43	04	00	
			47			47			

3. Total percentage of Customer Complaints Received & Solved

Total Customer Complaints Received	Total Complaints Solved	Total Percentage of Complaints Received V/ S Solved
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