



PUKHRAJ INSTITUTE OF SAFETY & AWARENESS

QUALITY POLICY

Pukhraj Institute of Safety & Awareness is an ISO 9001 certified company and provides instrumentation/calibration, safety training, inspection, automation and technical training solutions. The organization is committed to quality, professionalism, integrity, customer satisfaction and continual improvement.

- PUKHRAJ INSTITUTE OF SAFETY & AWARENESS is committed to delivering reliable, accurate, timely and customer-focused training, inspection, calibration, technical and related professional services that consistently meet agreed customer requirements and applicable statutory and regulatory requirements.
- Top management is committed to maintaining and continually improving an effective Quality Management System, using a process approach, risk-based thinking, performance evaluation and continual improvement to achieve intended results and enhance customer satisfaction.
- We shall understand customer needs and applicable requirements before undertaking work, communicate requirements clearly, and control service delivery so that outputs conform to specified criteria and agreed commitments.
- We shall maintain competent and appropriately qualified personnel, provide relevant training and awareness, and continually develop our trainers, technicians, inspectors and support personnel in line with changing technical and customer requirements.
- For calibration, inspection, testing and certification-related activities, we shall promote accuracy, traceability, professional competence, confidentiality and objective reporting within the scope of services we undertake.
- We shall establish and monitor measurable quality objectives and relevant performance indicators, address risks and opportunities that may affect conformity and customer satisfaction, and take appropriate corrective actions when nonconformities occur.
- We shall maintain effective control of documented information, suppliers and externally provided processes, where applicable, and ensure that resources and infrastructure are suitable for consistent service delivery.
- We shall comply with applicable legal, regulatory, contractual and other requirements relevant to our activities and services, and shall consider relevant internal and external issues, including climate-related risks and opportunities where they may affect the Quality Management System or its intended results.
- We shall encourage open communication, customer feedback and employee participation in improvement activities, and use complaints, audit results, service performance, incidents and other relevant information as inputs for improvement.
- This policy provides a framework for establishing and reviewing quality objectives, is communicated and understood within the organization, is available to relevant interested parties, and is reviewed periodically for continuing suitability and effectiveness.

Management Commitment

Top management shall ensure that this policy is implemented, communicated, understood and periodically reviewed. Adequate resources shall be provided to maintain the effectiveness of the Quality Management System and to support achievement of established quality objectives.

Prepared / Maintained By	Management Representative / Management
Reviewed On	02 June 2026
Approved By	Chief Executive Officer (CEO)

This policy is intended for publication and controlled use as documented information within the organization's management system.