

You make the difference, now the Quality starts with you.

In some organization you might hear people say that they could do a much better job if all colleagues in the other departments weren't making so many mistakes!

That may be true in some cases but at social service the way we believe in improving our everyday work for the benefit of our people, our country, and not least ourselves.....is by "sweeping in front of our own door"

To make APDCL more efficient and proactive below mention principles are most important.

1. The customers come first.
2. Quality is conformance to requirements and expectation.
3. Quality is measured and built in facts.
4. Aim for Zero defects.
5. Do it right first time.
6. Prevention is better than cure.
7. Eradicate root cause of non-conformance and black money.
8. Continuous improvement.
9. Teamwork is the way.
10. Managers and Supervisors lead actively and visibly the Quality process.
11. Promote participation.
12. Quality is my responsibility.

Thanks

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