



**Maharashtra Chamber of Commerce, Industry & Agriculture**

## **Quality Objectives**

Achieve Operational Excellence with Continual Process Improvement by Targeting:

- Contacting all members to take their feedback every 6 months.
  - ❖ Timely Actions in Scheduled Manner from feedback received.
  - ❖ Monitor satisfaction level as service provider.
- Execution of events & trainings in a smooth & system driven, cost effective manner & evaluating value effectiveness every time.
  - ❖ Timely communication of information to meet our member's expectations.
- Recognize each employee's responsibility for quality & service delivery.
  - ❖ Ensure our personnel are properly trained.
  - ❖ Foster a team approach to defect prevention & problem solving.
  - ❖ Job description of each employee.
- Be environmentally responsible.

Dated: 1<sup>st</sup> Feb'2012

**(Pramod Joshi)**  
**Secretary General**