



Good Professional Practice

Customer:

- ◆ Customer is treated as a GOD and the goal is to keep him/her content.
- ◆ Professional guidance, friendly help and effective timely follow-up support extended to customer.
- ◆ Any doubt about product result is scientifically clarified to entire satisfaction of the Customers.
- ◆ Customer Feedback System is implemented for continual improvement of system & products.
- ◆ Complaint is treated as opportunity to top up / enhance customer satisfaction.

Employees:

- ◆ Employees are treated as family members and one of the vital elements of the entity.
- ◆ Well established personnel policy is followed in accordance with labour legislation and government acts.
- ◆ Overall earning of employees is higher than surrounding local industries.
- ◆ Most appropriate, encouraging, cohesive and employee friendly working environment.
- ◆ Periodic training for skill, proficiency, personality development etc is provided.
- ◆ Safety measures are adequately provided.
- ◆ Financial help is extended to resolve genuine bottleneck / personal issues.
- ◆ Management does share their occasions of happiness and moments of grief.

Internal Customers:

- ◆ Right from the start of the process, it is endeavored that output of one department is meeting the current needs / requirements of next immediate department in order to provide effective services to Customer as desired.

Organization:

- ◆ Most modern and sophisticated measuring instruments, hand tools, machines, etc and supporting laboratory equipment are installed in the laboratory for micro accuracy, dependable, reliable and technically valid results.
- ◆ Well managed and maintained by dedicated, honest, competent and quality conscious persons.
- ◆ International Standard ISO 9001:2000 is fully complied with.

Society:

- ◆ Generous contribution is given on religious public functions.
- ◆ Efforts are continuously made to maintain peace and harmony.