

Our Management System complies with the requirements of BS EN ISO 9001:2015 'Quality Management Systems'

The TMETC operating system for identifying business objectives and achieving results is defined within our Quality Management System

Our Quality Policy is to:-

- Demonstrate organisational commitment to the sustainability of our business, a culture of continuous improvement and to ensure that we meet customer requirements and strive to exceed their expectations
- Promote a structured, systematic, process approach with risk-based thinking, in the achievement of customer requirements
- Abide by the Tata Code of Conduct (TCoC) in the deployment of our Quality Management System
- Continually improve the effectiveness of the Quality Management System through the ethos of Plan-Do-Check-Act (PDCA)
- Promote a purchasing policy which favours those products and services that deliver the optimum technical solutions, at an affordable cost

The TMETC Board is responsible for implementing the Policy and shall:

- Set and review measurable quality objectives
- Ensure that all staff are trained in respect of quality processes so that business and interested party requirements are met
- Conduct regular reviews of the effectiveness of the QMS, ensuring opportunities for its continual improvement are implemented as appropriate
- Commit to the achievement of Tata Motors Ltd's goal of World Class Quality

Issued on behalf of the TMETC Board