

TERI Quality Management System

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Quality is an essential ingredient in building sustainable values and delivering services with enhanced reliability and credibility. For creating high standards of quality, professional motivation and right attitude are important. But these have to be fully supported with an appropriate QMS (quality management system), which enables effective management and control of the organization's activities and processes.

Considering its strong commitment to quality, TERI has developed a comprehensive QMS, which has a strong focus on understanding and meeting the client's needs and applicable regulatory requirements and strives for augmenting client satisfaction through the effective application of the system at all levels. TERI also ensures continual improvement of its processes for enhanced performance and long-term growth. This quality programme greatly helps TERI in its overall mission to contribute towards the development of society, both in the national as well as in the international arenas.

It is a matter of great pride for TERI that its QMS has been accredited on 31 May 2007 by the BSI (British Standards Institution) for fully complying with the requirements of, **ISO 9001:2000**. This certification reinforces its commitment to quality and enables it to share the benefits of these international standards with all its stakeholders.

Quality policy

TERI is committed to achieve the following.

- Providing quality knowledge and application services in the fields of energy, environment, and sustainability, which address societal needs at the global and national levels for development
- Consistently satisfying the requirements, and exceeding the expectations of its stakeholders and partners, so as to build long-term and sustainable cooperative relationships with them towards fulfilling common objectives

Quality objectives

The corporate objectives of TERI are the following.

- Develop innovative and high impact products and services towards sustainable development
- Maximize stakeholder satisfaction
- Actively build long-term partnerships
- Continually improve effectiveness of the processes involved
- Improve TERI's reach, visibility, and effectiveness
- Enhance TERI's capabilities through adoption of new technologies and up-gradation of skills