

April 10, 2012

## Control & Automation Bags Ramkrishna Bajaj Quality Award

The Control & Automation (C&A) business unit of L&T Electrical & Automation has been awarded the Ramkrishna Bajaj National Quality (RBNQ) Award 2011 by the Indian Merchants' Chamber (IMC). C&A bagged the award for business excellence in service organisations' category.



*Mr. Shashi Tharoor, Mr. Niraj Bajaj, Chairman, IMC RBNQA Trust, and Mr. Niranjan Hiranandani, Vice President of IMC, flanked by the C&A team led by Mr. J.P. Singh, Executive Vice President, and Mr. Vijay K. Arora, General Manager, C&A, at the award presentation ceremony.*

The award - a performance excellence trophy and certificate - was presented by the Chief Guest, Mr. Shashi Tharoor, Member of Parliament & former Minister of State for External Affairs, to the jubilant C&A team during the awards function held on April 6, 2012 in Mumbai.

Presented under six categories, the IMC RBNQ award criteria focuses on visionary leadership, openness and transparency in governance and ethics, value creation for customers, business results, rapid innovation and capitalisation of knowledge asset.

The IMC RBNQA has over the years evolved as a symbol of excellence that encourages organisations in a positive manner by highlighting and showcasing their best practices. RBNQA's process of training and rigorous evaluation has been modelled on the basis of the internationally renowned Malcolm Baldrige National Quality Award presented annually by the President of the United States to organisations that demonstrate quality and performance excellence.