

QUALITY POLICY



We, at Larsen & Toubro, are committed to achieve and sustain best-in-class business excellence through a value-driven professional approach towards total customer satisfaction.

We shall strive to maintain leadership across our businesses by:

- Designing and building projects, systems & platforms, manufacturing products and providing services to meet specific customer requirements within stipulated time schedules
- Being a continual learning Company by benchmarking ourselves to best industry practices to deliver superior value to customers on time, on budget, on quality
- Achieving operational excellence by leveraging digitalization, innovative and cost-effective practices in all our lines of businesses
- Effectively implementing Quality Management Systems as per global standards to constantly improve our processes, products and services
- Developing leaders who can adopt and nurture a culture of business excellence to achieve business objectives through innovation, entrepreneurship and teamwork
- Ensuring to garner greater employee morale and motivation by developing and empowering them through learning, training and competence enhancement
- Building long-term relationships with customers, stakeholders and strategic business partners based on shared objectives for enhanced value creation
- Reducing the risk related to businesses, processes, products and services by continuously identifying, reviewing and mitigating risks.

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LARSEN & TOUBRO

It's all about Imagineering


S N SUBRAHMANYAN
Chief Executive Officer
& Managing Director