

Quality Policy

- CSIR-BPTEC and the management of CSIR-CECRI are committed to good professional practices and continual improvement in testing of battery to achieve total customer satisfaction.
- CSIR-BPTEC commits itself to implementing total quality concepts through teamwork in providing professional and accurate testing services by adopting standard, established and stated methods, and thereby provide Quality Statement with its test report.
- CSIR-BPTEC commits itself to adopt good, ethical laboratory practices and effectively perform battery testing to obtain accurate and precise results in time.
- CSIR-BPTEC strives to provide reliable and quality testing for total customer satisfaction by continuous improvement of the quality system while consistently adhering to the requirements of international standards (ISO/IEC-17025:2017) and related statutory requirements.
- CSIR-BPTEC ensures that the personnel of the testing facility are totally competent, qualified and adequately trained for the task they perform and familiar with the quality management system and documentation in order to implement the policies and procedures in their work.
- CSIR-BPTEC is responsible for the impartiality of its laboratory activities and will not allow commercial, financial or other pressures to compromise impartiality.
- CSIR-BPTEC will inform its customer in advance, of the information it intends to place in the public domain. Except for information that the customer makes publicly available, or when agreed between the laboratory and the customer in the contract/ agreement/ work order, all other information is considered proprietary information and will be regarded as confidential.
- CSIR-BPTEC ensures the information about the customer obtained from any sources other than the customer are kept as confidential between the customer and the laboratory. The provider (source) of this information will be confidential to the laboratory and will not be shared with the customer, unless agreed by the source or in the work order/ contract/ agreement.

Quality Objectives

- Striving towards total “customer satisfaction”
- Updating the knowledge/skill of our staff through in-house/out-house training.
- Updating with the latest methodology/standard/specification and technological trends.
- Growing and expanding to better serve the “customers”
- Continual improvement of the risk management/assessment framework
- Ensuing impartiality and integrity in relation to tests conducted by the laboratory.
- Committed to maintain management system as per requirement of the international standards of ISO/IEC 17025:2017

Director
Authorization of Quality
Policy & Quality Objectives