

## Key benefits of Quality & Environment Management Systems

as per **ISO 9001:2008 & ISO 14001:2004**

- Improved working inline with Modern Quality & Environment Management Principles
- Provides a documented system, which controls all activities/ services
- Documented procedures defining authority, responsibility and interfaces
- Increases credibility by fostering transparency
- Provides a system, which ensures that all non-compliances – complaints & quality & Environment problems identified are controlled & dealt with, through documented procedures, records & feedback loops.
- Promotes efficiency & effectiveness
- Identifies & promotes training needs
- Instills sense of ownership amongst personnel
- Improves communication
- Enables decision making based on data and assists in handling service liability claims if any



## Quality Policy

→ Himachal Pradesh Public Works Department reaffirms its commitment to provide better infrastructure for public transportation for safe and fast mobility.

→ HPPWD/HPRIDC shall continually improve the service of the department through indentifying and implementing public requirements to attain the image of Best Road Service Provider in the country.

M.D. / Secretary

## Environment Policy

→ We the employees of Public Work Department, Himachal Pradesh are committed to keenly pursue our EMS goals as aligned to Environment policy of HPPWD/HPRIDC and demonstrate continual improvement in our performance.

→ We shall comply with the applicable legislation and the other requirements to which the organization subscribes.

→ We shall strengthen the awareness, skills and competence of our employees through enlisting their participation in training and such communication programmes.

M.D. / Secretary