

QUALITY OBJECTIVES

- To comply fully with requirements of latest edition of API 18LCM, API Q1, API Q2, ISO 9001:2015, API 4F & API 7K and maintain API Q1, API Q2 and API 18LCM certification.
- To ensure availability of adequate resources for providing effective services by meeting competency requirements of Ergon Technologies (Target: At least 90% of competency requirements shall be met. Skill gap & Personnel Appraisal may be improved through training)
- To achieve customer satisfaction (Target: 90% and above)
- To address Customer Feedback form and Complaint (Target: 100%)
- To enhance internal & external Engagement through addition of customers (Target: At least three customers per year)
- To protect personnel from any health hazards that may be associated with the work (Target: Zero LTI)
- To maintain compliance with all the applicable QHSE Legal/Regulatory requirements (Target: Less than 2 incidents per year)
- To promote personnel involvement and training to continuously improve performance of employees and strengthen teamwork (Target: 1 training per employee every year; 1 team building activity every year)
- To perform validation for Service Related Products, prior to utilization in projects (Target: 100%).
- To achieve a supplier performance rating of 85% within the year 2025.
- To develop at least two Design package for API Monogram products by the end of year 2025.
- To develop the capability for manufacturing and fabrication of derrick and crown block assembly, piston mud pump component and draw work component inhouse by the end of the year 2025
- To limit material loss from inventory control lapses in warehousing, preservation, and storage to ≤1 incident per year.



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06th Jan 2025

TSD – QO – 001, Rev. 6