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M/S. BIMAL PHARMA PVT. LTD. MUMBAI, INDIA



Quality Policy

We, at **Bimal Pharma Pvt. Ltd.**, firmly believe, the customer

- As Exalted, as the satisfied customer will help in bringing the New Customers by the "Word of Mouth".
- Is the Most important visitor on our premises.
- Is not dependent on us, we are dependent on him.
- Is not an outsider, but a part of our Business (Partner).
- Is doing us a favour by giving us an opportunity to serve him.

Hence, we are committed to delight our Customers / Partners by providing the "Better" than the "Best" Quality product that performs and serve the purpose, under all changing Needs.

Quality Philosophy

- Quality is embedded default on every action executed.
- Quality is Non-Negotiable at Bimal Pharma Pvt. Ltd.
- Quality is achievable,
 - By building Quality awareness into the DNA of each and every employee. And
 - When The Management treats Quality as Non-Negotiable overruling any commercial consideration in favour of Quality Assurance.
- 100% Quality Assurance and Customer Satisfaction is maintained, when QMS (Quality Management System) is Monitored, Measured, Evaluated and Enhanced, regularly under Top Management Responsibility, and also with all Employees' Responsibility within their own areas of work, to ensure that Quality is embedded within the whole of company.

- To achieve Total Customer Satisfaction (TCS) and Total Quality Management (TQM), throughout our business, we emphasize ;

- Regular Gathering & Monitoring of Customer Feedback
- Customer Complaint Procedure
- Selection and Performance monitoring of Suppliers against Set Criteria
- Training & Development of Employees
- Regular Audit of our Internal Processes
- Management Reviews, at planned intervals, of Audit Results, Customer Feedback & Complaints

Our Qualities



Transparency

We are always Honest, Open and Trustworthy; we say what we do and we do what we say.



Entrepreneurial

We are curious & proactive and are always looking for chances, opportunities and initiatives.



Training

We provide high quality, Practical and Theoretical Training to our all Staff Members as required by ISO 9001 : 2015 ; by AEO T1 Status, & now, heading for ISO 22000 : 2018, Kosher & Halal.



Auditing & Compliances

We carry out Internal Auditing, Regularly & Periodically, to meet the 100% compliances as per ISO 9001 : 2015 & AEO T1 Status.



Proud

We always deliver High Quality products, we don't sell products, we are not proud of.