

Quality Excellence

Sterlite Power is committed to delivering high quality projects and products through a first time-right approach. We have established quality as centre of excellence and drive assurance through engaged leadership and a risk-based process approach implementation of Quality Framework, Critical to Quality (CTQ), regular bootcamps and strategic partnership with our contractors and supplier.

Sterlite Power Quality Framework describes the policy, guidelines, and management standards to consistently deliver project, product and services that meet the customer and applicable statutory and regulatory requirements, aligned with international ISO 9001:2015 standards. The performance of quality is measured through a specially designed balance score card comprising input and output parameters. These parameters are categorised into Lead & Lag indicators called Quality Health Index (QHI). QHI is designed and developed to measure the implementation and performance of quality framework, procedures and best practices in the organisation, across projects and plants.

Quality Excellence Model

Customer Satisfaction. Sustainable and Reliable Assets. First-Time-Right Products.

Engagement

Recognition, empowerment and enhancement of skills and knowledge

Leadership

Provide purpose, direction and engagement operation's built in ownership

Continual improvement

To sustain current performance, measurement through Score Card and to create new opportunities



Digitalisation

Facts, evidence and data analysis for decision-making iQSafe, Advance BI tools and RPA

Process approach

Risk-based approach, Critical to Quality (CTQ) Compliance, Optimise performance

Partnership

Evaluation, onboarding, periodic assessment with EPC and suppliers

Our Digital Quality App (Eagleye) is the key differentiator to capture real-time CTQ compliances, perform inspections, data analysis and dynamic dashboards for project sites. Our manufacturing quality labs are NABL accredited to deliver high-quality conductors, cables and OPGW fibres.