



CHANDIGARH POLLUTION TESTING LABORATORY

QUALITY POLICY

CPTL- EIA Division will endeavour to become a leading consultancy organization of highest standard in the field of EIA/EMP and carrying out Environmental Monitoring/Analysis and Audit, due diligence in a most professional, systematic and accurate manner. This will be achieved through customer satisfaction through dedicated professional experts in the organization with State-of-the-Art professional technical support, excellent work environment, continual improvement and implementation of ISO 9001:2015 Quality Management System. Special attention will be given for implementation of the Rules & Regulation framed under EPA, 1986. The policy is dynamic and will be reviewed from time to time depending upon legislative and customer requirements.

The C.E.O. ensures that this Quality Policy is available to and understood by all personnel of CPTL- EIA Division and meticulously followed by them. It will also be displayed at prominent places in the organization. The policy will be communicated to all stakeholders through appropriate manner.

Effective Date: 23.03.2026



QUALITY OBJECTIVES

The organization has established measurable Quality Objectives to ensure continual improvement of the QMS and enhanced customer satisfaction.

1. Customer Satisfaction:

- Achieve and maintain 100% customer satisfaction through systematic collection and analysis of customer feedback.
- Ensure 100% compliance with agreed project timelines as per approved work plans.

2. Competence and Training

- Enhance the competence of at least 20@technical staff, advisors, and experts every year through structured internal and external training programs according to their needs.

3. Resource Improvement

- Continuously improve technical resources, tools, and equipment in line with project requirements and technological advancements.

4. Monitoring and Measurement:

All quality objectives are measurable, monitored periodically at least twice a year along with MRM, and reviewed by the QMR. Records are maintained in the documented procedure (CPTLE/QMS/SOP/01/Rev.00) for evaluation and continual improvement.