

Quality Policy

Think Customer, Act Customer, Be Customer

History:

Version	Date	Action
V1	May, 2022	New Policy
V2		

Document Control:

Particulars	Information
Date of Release and Effective Date	May, 2022
Review Date	March, 2022
Version No	V1
Document Owner	Vipul Sabharwal/Preeti Bajaj
Document Classification	Internal

Document Approvers

Version No.	Approver	Author
V1	Vipul Sabharwal/Preeti Bajaj	Sant Kumar Verma, Niharika Mohan Vohra and Ashish Kumar Pandey
V2		

Digitally signed by VIPUL
SABHARWAL
Date: 2022.05.16 12:39:15 +05'30'

PANDEY
ASHISH
KUMAR

Digitally signed by
PANDEY ASHISH KUMAR
Date: 2022.05.14
14:34:59 +05'30'

Niharika Mohan Vohra

Ashish Kumar Pandey
25/05

Quality Policy

Think Customer, Act Customer, Be Customer

Delight Customers with a tailored and outstanding end-to-end experience is our #1 priority.

The fact

Customer Experience is the most important driver for customers, before products & prices. Most of buying decisions will be made through digital before talking to any sales representative.

Our goal

Everywhere in Luminous, we put the Customer at the center of our decisions. We deliver tailored and agile Customer Experiences, fast and consistent in all touch points, to get satisfied Customers like this one:

"I want to thank you for creating a culture where at every step, someone took ownership of my needs and did what was right to serve me. I don't often experience such amazing customer service."

Our guiding principles:

1. **Customer First:** Quality is the safety of our customers. We prioritize their interest and anticipate their needs through Customer Journeys and Customer Personas deployment everywhere in the company. We follow Customer centric rituals as Quality is every Customer's right.
2. **Offer Quality:** we innovate with agility, discipline and good business sense throughout the offer life cycle from creation to supply, manufacturing, deliver, operations till services. We deliver safe, reliable and cybersecure offers, for products, systems and software, to secure Customers' business continuity.
3. **Intelligence:** we run strong analytics to convert our Customer Experience data into actionable information, to anticipate Customer failures, prevent Customer complaints and improve on all touch points, we propagate this Customer intelligence in all teams.
4. **People:** we empower our teams to put Customer First, we look for superior Customer driven skills. We remove internal barriers to always address Customer issues first. Quality is every Employee's responsibility.
5. **Ultimate experience:** we deeply analyze Customer Experience on all touch points, leverage it to prioritize our investments and tailor our sales tactics accordingly. Customer Experience is recognized in our company as a strong competitive advantage, to earn Trust from our Customers and develop our business in a sustainable manner.

This policy is supported by a robust Quality Management System, which we improve continuously, to fulfill expectations of our relevant parties, in full alignment with our "Trust Charter" Luminous's code of conduct and in compliance with ISO9001 standard. We deploy this policy everywhere in Luminous and translate these guiding principles into operational objectives for execution in all organizations.

Version 1
May, 2022

Digitally signed by VIPUL
SABHARWAL
Date: 2022.05.16 12:39:58 +05'30'

Vipul Sabharwal

PANDEY
ASHISH KUMAR
Digitally signed by
PANDEY ASHISH KUMAR
Date: 2022.05.14 14:35:19
+05'30'

Ashish Kumar