

Quality Initiatives

Management policies are deployed throughout Laserwords via a Policy Deployment Matrix Methodology, where top management's policies are broken down into targets for the Team Leaders' level. The achievement of targets is monitored continuously through Fortnightly Daily Management Metrics (DMM) review meetings, and shortfalls in achieving the targets are managed through initiation of Kaizen Improvement Projects and Six Sigma Projects.

Steps are taken to implement Quality Assurance activities such as documentation, internal audits, handling of customer complaints, and so on. Efforts are also taken to revamp the knowledge base and competency of the employees through training and other HR initiatives.

Quality Assurance Activities

- Preparation of Standard Operating Procedures and Work Instructions
- Training internal auditors and conducting audits
- Tracking customer complaints through monitor mails and implementing corrective and preventive actions
- Designing a system for certification of uploads to clients

Quality Improvement Activities

A culture of problem solving through Data Based Approach is being created by providing training to the employees on seven quality control tools and involving them in continuous improvement projects. The teams have focused on Small Group Activity (SGA) Projects to reduce customer complaints in their respective teams.

Six Sigma Black Belt Projects Objectives

- Increasing productivity
- Reducing error rates
- Reducing cycle time

The targets are achieved by strengthening Pre-Production activities such as manuscript review, template creation, and analysis of proofread pages to identify the root causes of errors so that they can be fixed in template.

In addition common problems have been identified through our Cross Functional Team (CFT) approach.