

QUALITY POLICY


Mumbai International Airport Limited (MIAL) is fully committed to quality in the provision and management of airport infrastructure and services while always pursuing optimum customer satisfaction. We also engage our business partners in quality assurance processes for Chhatrapati Shivaji International Airport to be one of the world's best airports.

This commitment to quality is achieved through effective, timely and consistent implementation of planned development and operational systems which reflects customer and business requirements. This is underpinned by mandatory adherence to documented procedures by our staff through comprehensive training programs, developing personal accountability and the provision of adequate resources according to quality assurance principles.

Continuous improvement is fundamental to sustained quality excellence and MIAL will strive to improve its facilities and services for customers by means of structured corrective and preventative actions. Services standards have been set in relation to customer satisfaction and these are measured at regular intervals to ensure the standards are maintained and improved upon.

In achieving its quality objectives, MIAL will ensure that it satisfies its customers' service requirements, ISO 9001:2000 Quality Management Systems standard, and all legal and regulatory requirements.

Signed:



G V Sanjay Reddy, Managing Director MIAL

Date:

25th Jan 2008



Chhatrapati Shivaji
International Airport

