

# QUALITY POLICY

## GLOBAL LIFESTYLE INTERIOR PRIVATE LIMITED

At **Global Lifestyle Interior Private Limited (GLI)**, we are committed to delivering **world-class turnkey interior, civil, MEP, and fit-out solutions** that consistently meet and exceed client expectations.

Our Quality Policy reflects our dedication to excellence, innovation, and continuous improvement across all projects delivered PAN-India.

### Our Commitments:

#### 1. Customer Satisfaction

- Deliver every project with high-quality workmanship, timely completion, and cost efficiency.
- Understand client requirements clearly and execute work exactly as per approved drawings, specifications, and standards.

#### 2. Quality Standards & Compliance

- Follow industry best practices, IS codes, NBC norms, safety standards, and approved project SOPs.
- Ensure all materials, vendors, and workmanship comply with predefined quality benchmarks.

#### 3. Skilled Workforce & Training

- Maintain a trained workforce across civil, electrical, plumbing, HVAC, carpentry, joinery, and finishing trades.
- Upgrade skills through regular training, toolbox talks, and site QA/QC sessions.

#### 4. Vendor & Material Quality Control

- Engage only pre-qualified and approved vendors/suppliers.
- Conduct strict incoming material inspection, testing, documentation, and approval.

#### 5. Zero-Defect Approach

- Implement a robust **QA/QC checklist system** for all stages of execution—from site marking to final finishing.
- Adopt preventive actions to minimize rework, wastage, and defects.

#### 6. On-site Supervision & Monitoring

- Deploy trained site engineers, project managers, supervisors, and quality controllers at every project.

- Maintain real-time tracking through checklists, photographs, reports, and client approvals.

## 7. Safety & Environmental Responsibility

- Enforce strict safety practices, PPE compliance, and hazard identification.
- Ensure environmentally responsible construction practices, waste management, and resource efficiency.

## 8. Continuous Improvement

- Review performance periodically and upgrade internal processes, technology, and systems.
- Encourage feedback from clients, consultants, and teams to improve service delivery.

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# QUALITY OBJECTIVES

1. Achieve **100% client satisfaction** on all completed projects.
2. Deliver **zero-accident sites** with strict HSE compliance.
3. Maintain **consistent quality checks** at all stages.
4. Ensure **on-time project completion** with scheduled milestones.
5. Reduce rework and wastage through planning and preventive actions.

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# SCOPE OF QUALITY MANAGEMENT SYSTEM (QMS)

This policy applies to all operations of **Global Lifestyle Interior Private Limited**, including:

- Turnkey Interior Contracting
- Civil & Structural Works
- MEP Services (Electrical, Plumbing, Fire Fighting, HVAC)
- Retail & Commercial Fit-outs
- Hospitality, F&B, Corporate, Residential, and Institutional Projects
- Material Procurement & Vendor Management
- Site Execution, Supervision & Quality Assurance