

Quality

Reliance is committed to continuous improvement in quality for the entire range of its products. Reliance has full-fledged laboratory services at all its complexes employing around 800 international analytical methods and nearly 1,600 instruments in 25 analytical facilities.

Each analytical laboratory engages and adopts the most modern trends in the analytical field and provides reliable service to meet customer satisfaction. A centralised Quality division facilitates the interaction between various sites and groups, including various units of IPCL, to share and communicate knowledge.

During the year under review, the focus was particularly on activities with specific importance to management systems and process support studies. Six new facilities were created at Hazira to evaluate the quality of PE pipe, PET, and furniture grade PP. Several studies were also conducted to rectify process problems and improve the quality and yield of the final product.

Along with manufacturing facilities, the respective laboratories were also credited with ISO 9000 and 14000 certification. The Polyester testing laboratory at Coimbatore achieved the distinction of NABL certification as an independent testing laboratory. The refinery laboratory at Jamnagar has successfully implemented the ISO 17025 system with final certification audit due in May 2003. Reliance's efforts in quality received many accolades during the year, which included:

- Golden Certificate from Shell Main Products Correlation Scheme (SMPCS) for best analytical laboratory to Jamnagar refinery laboratory from among more than 100 laboratories in the world
- TQM Merit award for polymer laboratories and Top Trainer award
- IMC Ramakrishna Bajaj National Quality Award - 2002 for the Hazira Complex