

Business & Quality Objectives FY 2018–19

- 1 Work towards a socially responsible organization by:**
 - ⊙ Achieving ZERO accidents in all operations
 - ⊙ Reduction in environmental load by 5%**ZERO defects during commissioning and 30% reduction in defect rate up to 2,000 hours**
- 2 ZERO leakage up to 500 hours**
ZERO fabrication failure up to 2,000 hours
- 3 Top Line Growth of 20% from existing operations**
- 4 Spare Parts Revenue Growth by 30% & Service Revenue Growth by 10%**
- 5 Increase Market Share to 37% in Excavators, 5% in Wheel Loaders, and 2.5% in Backhoe Loaders**
- 6 Achieve Cost Control through:**
 - ⊙ Restricting Fixed Cost at 10% of T.O.
 - ⊙ 2.5% net decrease in Direct Material Costs
 - ⊙ Reduction in Receivables and Inventory Days by 10%
- 7 Increase Production Efficiency by 5%**
- 8 Achieve 95% First Fill Availability of Spares and 80% of calls to be closed within 2 days**
- 9 Promote a Culture of Innovation by:**
 - ⊙ 100% Employee Engagement through Kaizens and SGA
 - ⊙ Achieving a level of 8 Ideas/Person for the year
- 10 Achieve GMD pass score of 95% and 97% for Quality**
- 11 Achieve Level production**
- 12 Strengthen Employee Engagement through employee welfare initiatives**



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