

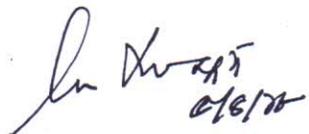


বাংলাদেশ বিদ্যুৎ উন্নয়ন বোর্ড  
Bangladesh Power Development Board

QUALITY POLICY

Bangladesh Power Development Board (BPDB) is engaged in Generation, Distribution and Management of corporate power sector utilities and support services. Accordingly, BPDB commits itself to the following Quality Policy:

1. Establishing a Quality Management System (QMS) as per ISO 9001: 2015 and maintain it with commitment for continual improvement of the QMS.
2. Apply quality management as a dynamic, evolutionary practice and continual improvement on the following:
  - a. Optimum Electrical Energy Generation
  - b. Economy in Fuel Consumption
  - c. Improvement of Availability Factor
  - d. Minimization of Heat Rate for efficiency improvement
  - e. Optimization of Schedule Maintenance
  - f. Reduction of Forced Outage
  - g. Improvement of Revenue Collection
  - h. Reduction/Realization of System Loss
  - i. Minimization of Voltage and Frequency Fluctuation in tolerable Range
  - j. Improved customer care
3. Commit the whole organization, company, suppliers and business partners to the highest quality standards of services provided to the customer, while complying fully with the legal requirement to the generation and distribution of electricity.
4. Keep education and training programs for the employees in issues related to quality, extensible to suppliers and business partners.
5. Evaluate and recognize the quality of the work performed by the employees, individually or collectively.
6. This policy is communicated to all the employees within all relevant levels of the organization and makes them understand.
7. This policy is reviewed from time to time for its continuing suitability.

  
(Engr. Khaled Mahmood)  
Chairman  
Bangladesh Power Development Board.



