

Technocraft was established in 1972 by two brothers Mr. S.K. Saraf and Mr. S.M. Saraf. The brothers, who are IIT Graduates & Technologists, had started the company with the aim of manufacturing high precision and sophisticated Drum Closures Products and gradually added entire range of Scaffolding systems and full range of Textile products starting from Grey Yarn, Mélange Yarn, and Fabric to Garments.

Technocraft is celebrating its journey of fifty successful years and since its inception has contributed by generating employment and bringing precious foreign exchange in the country.

Technocraft was recognized as an export house by government of India in 1979. It has been constantly upgrading its capacity & improving its standards to meet the ever-increasing expectations of its customers. Today with presence in many countries Technocraft has exports to more than 80 countries. As on today, Technocraft is a team of 3000+ dedicated employees.

The Company's client base spans various industry verticals including heavy machinery, automotive, aerospace, manufacturing, oil & gas, high-tech, telecom, healthcare and financial services.

Technocraft understand its responsibility to the environment, preventing pollution, conserving natural resources and taking health care and safety of the people. It committed to meet the necessary statutory, regulatory and other requirements applicable & strives to deliver the right product to customers satisfaction.

Technocraft is IS/ISO 9001 certified organisation and has benefitted a lot as follows.

### **Improved chance of winning contracts**

Having **IS/ISO 9001 certification** we went a long way to helping a business to secure partnerships with both the public and private sectors. With public sector tenders, certification to IS/ISO 9001 is a strong signal that a business is well-run and credible, removing the need for extensive due diligence. Similarly, many private sector organisations have made it a requirement for their suppliers to be certified to ISO 9001. It signifies that quality is taken seriously and can be relied on in all aspects of the business.

### **Higher customer satisfaction**

One of the most important aspects of the ISO 9001 standard is tracking **customer satisfaction** and responding to any issues raised. Companies that seek and maintain IS/ISO 9001 certification prove that they take this issue seriously.

### **Reduced product or service problems**

IS/ISO 9001 certified businesses are better prepared to deal with the unexpected. For instance, if a product is not up to scratch, there will be processes in place that help to ensure that the problem is dealt with efficiently and does not recur.

### **Better management**

Appropriate analysis and reporting is a key factor in running a business well. The IS/ISO 9001 standard helps businesses to get this right.

### **Increased consistency in business practices**

Implementing the practices required by the standard will offer the type of consistency that benefits everyone, including customers. It ensures that processes within a business are common and understood which helps employees be clearer on the tasks involved, rather than spending time thinking about what to do or even making things up.

### **Lower costs**

Achieving and maintaining certification to IS/ISO 9001 have lead to **lower insurance premiums**. This is because insurers recognise that these businesses have appropriate processes and controls that reduce risks.

### **Streamlined business processes**

No business wants unnecessary paperwork and yet many are burdened by precisely that. The discipline inherent in the IS/ISO 9001 standard means that business processes should be streamlined. Regular reviews mean that processes should not become flabby.

### **Continuous improvement**

A good quality management system provides a solid **foundation for improvements** to be made year on year.

### **Engage employees**

Improving your processes doesn't just improve productivity and efficiency, but boosts employee motivation too. By replacing bad, or even non-existent, processes with quality, documented processes, you can create an atmosphere of certainty and stability. Employees will know what is expected of them and what is expected of the organisation, which results in a more confident, more driven workforce.

### **Retain existing customers**

It's easier to retain existing customers than to gain new ones. Sharing the news that you've achieved IS/ISO 9001 certification tells your existing customers that you're so committed to quality that you've invested in a comprehensive QMS via accredited certification. On top of that, you've invited an independent body to audit your QMS on a regular basis to ensure it maintains the highest standards.

### **Boost profits**

One of the key benefits of implementing a QMS via IS/ISO 9001 certification is that it results in increased efficiency. This doesn't just create a smoother operation and less stressed working environment, but it also saves money by eliminating wasted time and resources.

Not only does this have the benefit of making your organisation more profitable, but it also releases funds that you can then use to invest in new opportunities that will help your organisation grow.

### **Identify gaps in your processes**

Part of the implementation of IS/ISO 9001 includes a gap analysis to identify areas of improvement in order for your QMS to be implemented smoothly. An auditor will visit your organisation and review whatever you already have in place and help you to identify areas that can be improved.

Addressing these areas can improve the efficiency of your organisation. In addition, regular reviews and internal audits of your organisation will be required to maintain your certification, which has the benefit of reducing the risk that problems will arise unnecessarily.

Together, these two factors help you to find any weaknesses in your processes and to take steps to keep your organisation operating at peak efficiency.

Risk identification helped us to develop plans to minimize harmful events before they arise. The objective of this step was to identify all possible risks that could harm company operations, such as lawsuits, theft, technology breaches, business downturns.

Proper process control, preventive maintenance with a good system minimised the rejection and breakdown.

Technocraft Industries (India) Ltd. is holding the IS/ISO 9001 licence from BIS from last 21 years and BIS is a very good friendly organisation and a good teacher. BIS have huge pool of experienced auditors full of knowledge and we have learned a lot from their auditors who taught us and guided us.

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