



National Tubes Limited

QUALITY OBJECTIVES

- To manufacture 3000 MT of API 5L grade B PSL-1 line pipe including 1000 MT of M.S and G.I pipe and to sell 5000 MT pipe during fiscal year 2019-2020.
- To improve the internal service and the delivery of the services regarding customer care and to achieve customer satisfaction following the requirements of ISO 9001:2015 & API Q1.
- To increase 20% sales/marketing of products considering multifarious advertising and marketing strategy, achievement of different license/certificate with a view to increment of sales to new sectors, placement of new showroom in different districts, apply of digital marketing, increment the number of dealers etc.
- To improve company's productivity and efficiency by developing and modernizing different processes thus decrement the amount of breakdown time, scrap and overtime by 10%, 5% & 5% respectively.
- To reduce 5% customer complaint through introducing one stop customer care system with a view to customer satisfaction, Digital template and e-filing system (including EGP), digital templates of different documents regarding sales & challan, modern online order delivery service, developing the system regarding customer complaint etc.


MANAGING DIRECTOR