



MEMORANDUM OF UNDERSTANDING

BETWEEN

RAJASTHAN ELECTRONICS & INSTRUMENTS LIMITED

AND

MINISTRY OF HEAVY INDUSTRIES & PUBLIC

ENTERPRISES

DEPARTMENT OF HEAVY INDUSTRY

GOVERNMENT OF INDIA

FOR FY 2011-2012

**RAJASTHAN ELECTRONICS & INSTRUMENTS LIMITED**

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2011-2012

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## PART - I

### 1.1. VISION:

Strive to be leader in the area of Rural Electronics, Non conventional energy systems and Information Technology by developing, manufacturing and marketing quality products in these and other emerging areas by offering quality services.

### MISSION:

Commitment to total customer satisfaction by identifying their specific needs, translating them into quality products, providing dependable after sales service and to work for continual improvement of Quality Management System by developing/marketing quality products.

### 1.2. OBJECTIVES:

#### 1.2.1 Qualitative Objectives:

- **Prompt and efficient after-sales-service** by responding to customer complaints within 7 days; reducing the number of complaints below 5% and by executing orders as per the delivery schedule.
- **Development and Implementation of Energy Management System.**
- **Customer satisfaction** through a multi-step approach of product improvement, quality after-sales-support and value for money.
- **Development of employee skills and efficiency** by identifying training needs and thereby providing a targeted 50 man-days of training.



### 1.2.2 Quantitative Objectives:

The quantitative objectives/targets of the company for the year 2011-2012 are tabulated in the table below:

Particulars	Target	
	2011-2012	2010-2011
	(Rs. in Lac)	(Rs. in Lac)
Turnover	13000	10650
PBDIT	1079	781
PBT	571	361
PAT	381	239

### 1.3 ASSISTANCE FROM THE GOVERNMENT

- a) Consideration of proposal for up-gradation of categorization from schedule 'C' to schedule 'B' for higher degree of visibility and for ranking in line with organizations of similar performance in the cognate group so as to leverage competitive standing.

