

PLEDGE



सूक्ष्म, लघु और मध्यम उद्यम मंत्रालय
MINISTRY OF
MICRO, SMALL &
MEDIUM ENTERPRISES



under MSME Sustainable (ZED) Certification Scheme

We undertake to conform to the values of Zero Defect Zero Effect in our enterprise and ensure that our processes shall be environmentally sound and socially responsible with safe and high quality products.

We will give back, in every way we can, to our people our community and to our planet.

DESSIN LE ARTE

ENTERPRISE NAME

Flat No:- I 018, Building:- DESSIN LE ARTE, Road/Street:- SITE C, Village/Town:- SURAJPUR INDUSTRIAL AREA, Block:- , City:- GREATER NOIDA, GAUTAM BUDDHA NAGAR, UTTAR PRADESH-201306

UNIT ADDRESS

UDYAM-UP-28-0016991

UDYAM REGISTRATION NUMBER

April 28, 2022

DATE OF PLEDGE



ZED_28042022_1776

Apnaenge ZED!



भारत सरकार
Government of India
सूक्ष्म, लघु एवं मध्यम उद्यम मंत्रालय
Ministry of Micro, Small and Medium Enterprises



UDYAM REGISTRATION CERTIFICATE



Our small hands
make you LARGE

UDYAM REGISTRATION NUMBER	UDYAM-UP-28-0016991																																	
NAME OF ENTERPRISE	M/S DESSIN LE ARTE																																	
TYPE OF ENTERPRISE *	MICRO (MICRO During Previous Financial Year)																																	
MAJOR ACTIVITY	MANUFACTURING																																	
SOCIAL CATEGORY OF ENTREPRENEUR	GENERAL																																	
NAME OF UNIT(S)	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">S.No.</th> <th style="width: 45%;">Udyog Aadhaar Memorandum</th> <th colspan="3" style="width: 45%;">Unit(s) Name</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>UP28A0015126</td> <td colspan="3">DESSIN LE ARTE</td> </tr> </tbody> </table>				S.No.	Udyog Aadhaar Memorandum	Unit(s) Name			1	UP28A0015126	DESSIN LE ARTE																						
S.No.	Udyog Aadhaar Memorandum	Unit(s) Name																																
1	UP28A0015126	DESSIN LE ARTE																																
OFFICAL ADDRESS OF ENTERPRISE	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Flat/Door/Block No.</th> <th style="width: 25%;">I 018 Site C</th> <th style="width: 25%;">Name of Premises/ Building</th> <th style="width: 25%;">Dessin Le Arte</th> </tr> </thead> <tbody> <tr> <td>Village/Town</td> <td>surajpur Industrial Area</td> <td>Block</td> <td>C</td> </tr> <tr> <td>Road/Street/Lane</td> <td>Gulistan Road</td> <td>City</td> <td>Greater Noida</td> </tr> <tr> <td>State</td> <td>UTTAR PRADESH</td> <td>District</td> <td>GAUTAM BUDDHA NAGAR , Pin 201306</td> </tr> <tr> <td>Mobile</td> <td>9718124253</td> <td>Email:</td> <td>anushek013@gmail.com</td> </tr> </tbody> </table>				Flat/Door/Block No.	I 018 Site C	Name of Premises/ Building	Dessin Le Arte	Village/Town	surajpur Industrial Area	Block	C	Road/Street/Lane	Gulistan Road	City	Greater Noida	State	UTTAR PRADESH	District	GAUTAM BUDDHA NAGAR , Pin 201306	Mobile	9718124253	Email:	anushek013@gmail.com										
Flat/Door/Block No.	I 018 Site C	Name of Premises/ Building	Dessin Le Arte																															
Village/Town	surajpur Industrial Area	Block	C																															
Road/Street/Lane	Gulistan Road	City	Greater Noida																															
State	UTTAR PRADESH	District	GAUTAM BUDDHA NAGAR , Pin 201306																															
Mobile	9718124253	Email:	anushek013@gmail.com																															
DATE OF INCORPORATION / REGISTRATION OF ENTERPRISE	20/12/2016																																	
DATE OF COMMENCEMENT OF PRODUCTION/BUSINESS	27/03/2017																																	
NATIONAL INDUSTRY CLASSIFICATION CODE(S)	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">SNo.</th> <th style="width: 15%;">NIC 2 Digit</th> <th style="width: 15%;">NIC 4 Digit</th> <th style="width: 45%;">NIC 5 Digit</th> <th style="width: 20%;">Activity</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>08 - Other mining and quarring</td> <td>0810 - Quarrying of stone, sand and clay</td> <td>08101 - Quarrying of marble</td> <td>Manufacturing</td> </tr> <tr> <td style="text-align: center;">2</td> <td>23 - Manufacture of other non-metallic mineral products</td> <td>2396 - Cutting, shaping and finishing of stone</td> <td>23960 - Cutting, shaping and finishing of stone</td> <td>Manufacturing</td> </tr> <tr> <td style="text-align: center;">3</td> <td>32 - Other manufacturing</td> <td>3290 - Other manufacturing n.e.c.</td> <td>32909 - Manufacture of other articles n.e.c.</td> <td>Manufacturing</td> </tr> <tr> <td style="text-align: center;">4</td> <td>43 - Specialized construction activities</td> <td>4330 - Building completion and finishing</td> <td>43302 - Interior completion such as ceilings, wooden wall coverings, movable partitions etc. ; Laying of parquet and other wood floor coverings, carpets and linoleum, wallpaper; tiling with ceramic, concrete or cut stone ceramic etc.</td> <td>Manufacturing</td> </tr> <tr> <td style="text-align: center;">5</td> <td>96 - Other personal service activities</td> <td>9609 - Other personal service activities n.e.c.</td> <td>96098 - General household maintenance activities like grooming of the floor, dusting, cleaning of utensils etc.</td> <td>Services</td> </tr> </tbody> </table>				SNo.	NIC 2 Digit	NIC 4 Digit	NIC 5 Digit	Activity	1	08 - Other mining and quarring	0810 - Quarrying of stone, sand and clay	08101 - Quarrying of marble	Manufacturing	2	23 - Manufacture of other non-metallic mineral products	2396 - Cutting, shaping and finishing of stone	23960 - Cutting, shaping and finishing of stone	Manufacturing	3	32 - Other manufacturing	3290 - Other manufacturing n.e.c.	32909 - Manufacture of other articles n.e.c.	Manufacturing	4	43 - Specialized construction activities	4330 - Building completion and finishing	43302 - Interior completion such as ceilings, wooden wall coverings, movable partitions etc. ; Laying of parquet and other wood floor coverings, carpets and linoleum, wallpaper; tiling with ceramic, concrete or cut stone ceramic etc.	Manufacturing	5	96 - Other personal service activities	9609 - Other personal service activities n.e.c.	96098 - General household maintenance activities like grooming of the floor, dusting, cleaning of utensils etc.	Services
SNo.	NIC 2 Digit	NIC 4 Digit	NIC 5 Digit	Activity																														
1	08 - Other mining and quarring	0810 - Quarrying of stone, sand and clay	08101 - Quarrying of marble	Manufacturing																														
2	23 - Manufacture of other non-metallic mineral products	2396 - Cutting, shaping and finishing of stone	23960 - Cutting, shaping and finishing of stone	Manufacturing																														
3	32 - Other manufacturing	3290 - Other manufacturing n.e.c.	32909 - Manufacture of other articles n.e.c.	Manufacturing																														
4	43 - Specialized construction activities	4330 - Building completion and finishing	43302 - Interior completion such as ceilings, wooden wall coverings, movable partitions etc. ; Laying of parquet and other wood floor coverings, carpets and linoleum, wallpaper; tiling with ceramic, concrete or cut stone ceramic etc.	Manufacturing																														
5	96 - Other personal service activities	9609 - Other personal service activities n.e.c.	96098 - General household maintenance activities like grooming of the floor, dusting, cleaning of utensils etc.	Services																														
DATE OF UDYAM REGISTRATION	29/03/2021																																	

* In case of graduation (upward/reverse) of status of an enterprise, the benefit of the Government Schemes will be availed as per the provisions of Notification No. S.O. 2119(E) dated 26.06.2020 issued by the M/o MSME.

Disclaimer: This is computer generated statement, no signature required. Printed from <https://udyamregistration.gov.in> & Date of printing:- 12/06/2021

For any assistance, you may contact:

1. District Industries Centre: GAUTAM BUDDHA NAGAR (UTTAR PRADESH)

2. MSME-DI: DELHI (DELHI)

Visit : www.msme.gov.in ; www.dcmsme.gov.in ; www.champions.gov.in



Follow us @minmsme & @msmechampions



**BE A
CHAMPION**
with the
Ministry of
MSME



(Amended)

Government of India
Form GST REG-06
[See Rule 10(1)]

Registration Certificate

Registration Number :09AAMFD9698M1Z8

1.	Legal Name	DESSIN LE ARTE			
2.	Trade Name, if any	M/S DESSIN LE ARTE			
3.	Constitution of Business	Partnership			
4.	Address of Principal Place of Business	I-018, Site C Surajpur Industrial Area, Greater Noida, Gautam Buddha Nagar, Uttar Pradesh, 201306			
5.	Date of Liability	01/07/2017			
6.	Date of Validity	From	01/07/2017	To	Not Applicable
7.	Type of Registration	Regular			
8.	Particulars of Approving Authority	Uttar Pradesh Goods and Services Tax Act, 2017			
Signature					
Name		MAYANK SINGHAL			
Designation		Assistant Commissioner			
Jurisdictional Office		Sector-1,Gautambudha Nagar			
9.	Date of issue of Certificate	04/01/2020			
Note: The registration certificate is required to be prominently displayed at all places of Business/Office(s) in the State.					

This is a system generated digitally signed Registration Certificate issued based on the approval of application granted on 04/01/2020 by the jurisdictional authority.



सत्यमेव जयते

Government of India

Ministry of Commerce and Industry

Department of Commerce

Directorate General of Foreign Trade

Office of the Additional Director General of Foreign Trade, CLA Delhi
Central Licensing Area (CLA), A Wing I.P. Bhawan, I.P. Estate, New Delhi

Importer-Exporter certificate



1. आईईसी /IEC **AAMFD9698M**
2. फर्म का नाम/Firm Name **DESSIN LE ARTE**
3. निगम की प्रकृति /Nature of Concern **Partnership**
4. पता/Address

Address Line 1	Address Line2	City	District	State	PIN Code
I-018, Site C	Surajpur Industrial Area, Greater Noida	GREATER NOIDA	GAUTAM BUDDHA NAGAR	UTTAR PRADESH	201306

5. धारक का नाम / Name of the signatory applicant **Vibha Jain**
6. जारी करने की तारीख/Date of Issue **12/02/2018**
7. स्थाई खाता सं.(पैन) /PAN **AAMFD9698M**
8. शाखा/इकाई का पता/Address of the Branch/Div./Unit if any :NA

स्थान /Place : GREATER NOIDA
तारीख/Date of Last Modification : 28/11/2020

(Issued from File no. /[DELIECPAMEND00016628AM21] तारीख से जारी /dated :
28/11/2020)

Note : This is a system generated copy. In case of any discrepancy, please approach the DGFT
Regional Authority (RA) concerned within 2 working days from date of last modification



सूक्ष्म, लघु और मध्यम उद्यम मंत्रालय
MINISTRY OF
MICRO, SMALL &
MEDIUM ENTERPRISES



CERTIFICATE

ZED BRONZE

under MSME Sustainable (ZED) Certification Scheme
awarded to

DESSIN LE ARTE

UNIT NAME

Flat No:- I 018, Building:- DESSIN LE ARTE, Road/Street:- SITE C,
Village/Town:- SURAJPUR INDUSTRIAL AREA, Block:- , City:- GREATER
NOIDA, GAUTAM BUDDHA NAGAR, UTTAR PRADESH-201306

UNIT ADDRESS

23-Manufacture of other non-metallic mineral products

CODE (AS PER NIC - 2008)

UDYAM-UP-28-0016991

UDYAM REGISTRATION NUMBER

Issued on :
June 30, 2022

Certificate Validity :
Three years from the date of issue



30062022_001776

This Certificate has been awarded after fulfilling all relevant requirements as laid down in the MSME Sustainable (ZED) Certification Scheme Guidelines for this Certification Level. Award of this Certificate does not substitute any legal requirement needed for setting up or operating an MSME Unit.



सूक्ष्म, लघु और मध्यम उद्यम मंत्रालय
MINISTRY OF
MICRO, SMALL & MEDIUM ENTERPRISES



MSME Sustainable (ZED) Certification Scheme

ASSESSMENT REPORT

DESSIN LE ARTE

GAUTAM BUDDHA NAGAR, UTTAR PRADESH

Latitude: 28.5194847

Longitude: 77.5164026

ABOUT THE ZED ASSESSMENT REPORT

The MSME Sustainable (ZED) Certification is a scheme of Ministry of MSME to facilitate, assess and certify the applicant MSME based on a matrix of Quality, Productivity, Environment, Energy and other Parameters, leading to the following Certification Levels:



This report is an outcome of an assessment (Desktop or Remote or Site, as per Certification Level) of the applicant MSME's unit based on the requirements as laid down in the relevant Certification Level. The intent of this report is to provide information useful for the MSME for it to strengthen its systems and processes and move ahead on the journey of ZED. In this report, findings are presented on an exception basis only.

DISCLAIMER

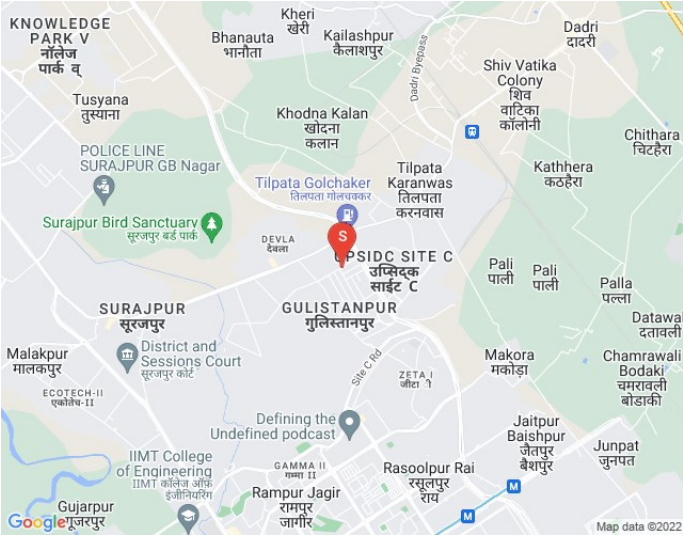
This disclaimer governs the use of this report. By using this report, you accept this disclaimer in full.

- a. This is an electronically generated report/transcript. It does not require any signature.
- b. The Certification is voluntary and the report provided pertains to the systems and processes of this unit only.
- c. This report is for the purpose of summarizing the outcomes of the assessment process for the applicant Unit as per the information provided by the Applicant.
- d. The assessment has been conducted subsequent to the undertaking by the MSME that it complies with and fulfills all relevant and applicable regulatory and statutory norms/licenses/requirements pertaining to the functioning of this manufacturing unit. Any deviation from this undertaking may result in recall/withdrawal of the Certification provided.
- e. The Certification is valid only for a period of 3 years from the date of issue as mentioned on the Certificate, subject to surveillance assessment (as applicable) conducted within the validity period. The cost of surveillance will be borne by the applicant MSME.
- f. This Report contains a summary of assessment findings as validated through the assessment which is based on the requirements of the relevant ZED Certification Level.
- g. The ZED logo can only be used by those MSMEs which have successfully achieved a Certification (Bronze, Silver or Gold). The guidelines regarding logo usage are being sent separately.
- h. This report has been made for the exclusive use and benefit of the MSME assessed and Ministry of MSME or any of its implementation partner will not accept any liability that may arise if this report is used for any purpose other than intended for nor to any third party in respect of this report.
- i. This report is not an alternative to legal / financial / taxation / accountancy / other advice from an appropriately qualified professional.
- j. Ministry of MSME or any of its implementation partner do not represent, warrant, undertake or guarantee that the use of information or guidance (if any) in the report will lead to any particular outcome or result.
- k. While every attempt has been made to ensure the veracity of this report, Ministry of MSME and QCI are not responsible for any errors or omissions, or for the results obtained from the use of the information contained herein. All information in this report is provided "as is".
- l. Information not disclosed by the applicant MSME could alter the findings outlined in this report. In such situations, Ministry of MSME reserves the right to withdraw or amend its opinions/suggestions, conclusions and Certification provided.

ASSESSMENT SUMMARY

Unit Name	DESSIN LE ARTE
Udyam Registration Number	UDYAM-UP-28-0016991
Enterprise Type	Micro
NIC Sector (2 Digit)	23-Manufacture of other non-metallic mineral products
Unit Address	Flat No:- I 018, Building:- DESSIN LE ARTE, Road/Street:- SITE C, Village/Town:- SURAJPUR INDUSTRIAL AREA, Block:- , City:- GREATER NOIDA GAUTAM BUDDHA NAGAR UTTAR PRADESH-201306
Assessment Date	June 30, 2022

Latitude: 28.5194847: Longitude: 77.5164026



ZED CERTIFICATION LEVEL

Awarded to the applicant MSME after fulfilling all requirements of this Certification Level as laid down in the MSME sustainable (ZED) Certification Scheme Guidelines of Ministry of MSME



BASIC INFORMATION


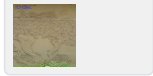

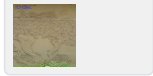

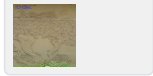
Information contained in this section is as provided by the applicant MSME, relevant to the requirements contained in this Certification Level. The Photographs depicted are geo-tagged & time-stamped and have been uploaded by the applicant through the ZED online systems.



Site Exterior Picture



Site Exterior Picture

S.No	Fields	Input												
1	Whether 3rd Party Financial Audits are conducted?	No												
2	Product manufactured	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #00838f; color: white;"> <th>Product Name</th> <th>Whether Exported</th> <th>Product Photo</th> <th>Product Description Photo</th> <th>Conformance</th> <th>Assessor Remarks</th> </tr> </thead> <tbody> <tr> <td>Stone Carving</td> <td>Yes</td> <td></td> <td></td> <td>Yes</td> <td></td> </tr> </tbody> </table>	Product Name	Whether Exported	Product Photo	Product Description Photo	Conformance	Assessor Remarks	Stone Carving	Yes			Yes	
Product Name	Whether Exported	Product Photo	Product Description Photo	Conformance	Assessor Remarks									
Stone Carving	Yes			Yes										
3	Key Domestic Customers	Architect And Interior designer												
4	Key International Customers	Online Byer												
5	Whether Raw Material is Imported?	No												
	Raw Materials	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #00838f; color: white;"> <th>Raw Material Name</th> <th>% of Raw Material Imported</th> <th>Name of Country</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Raw Material Name	% of Raw Material Imported	Name of Country									
Raw Material Name	% of Raw Material Imported	Name of Country												
6	Processed Outsourced, if any?	Metal Cutting												

7	Energy Source(s) Used	Electricity
---	-----------------------	-------------

ASSESSMENT FINDINGS

To ensure transparency in the assessment process, the entire process (documents, photographs, comments etc.) is captured on a secured ZED server. No physical document (as evidence) has been sought. The data/evidence captured is not shared externally with anyone, except with the relevant stakeholders involved for award of Certification.

1. Leadership

Code	Requirement	Conformance (Yes/No)	Assessor Remark
1.1	Roles & Responsibilities at all levels are clearly defined	Yes	Kindly ensure that roles & responsibilities are clearly defined and understood by all employees.
1.2	Regulatory compliances are reviewed periodically	Yes	Kindly ensure that all the relevant regulatory requirements are identified and reviewed periodically for ensuring fulfilment of compliance requirements at all times.

2. Swachh Workplace

Code	Requirement	Conformance (Yes/No)	Assessor Remark
2.1	Processes for cleaning & hygiene are in place addressing the nature of product, processes, customer & regulatory requirements	Yes	Kindly ensure that the processes for cleaning and hygiene are established considering the requirements.
2.2	All equipment, tools, work spaces & areas are maintained clean, uncluttered & organized as defined & required	Yes	Kindly ensure: 1. Proper nomenclature and labelling of buildings/units/ yards/areas 2. Task Identification based on the nature of task (housekeeping / process cleaning / maintenance etc.) 3. Employee Role Assignment with well-defined responsibilities – who will do what 4. Training of all employees on Cleanliness & Hygiene requirements 5. Documentation / SOPs/ Log-sheets depicting activity schedules 6. Ensuring proper Work Area Layout for process isolation / containment 7. Periodic audits/checks and action plan in case of deviations, if any, identify Root Cause and take Corrective & Preventive Actions (CAPA) 8. Tools like 5S may be implemented

3. Occupational (Workplace) Safety

Code	Requirement	Conformance (Yes/No)	Assessor Remark
3.1	Safety risks are identified and measures are taken to eliminate or minimise them	Yes	Kindly ensure the identification and implementation of safety systems based on Hazard Analysis & Risk Assessment to identify safety requirements including statutory & regulatory requirements, customer requirements, and process, and product requirements.
3.2	Relevant PPEs are used by the employees	No	Kindly upload photographs of the following: 1. Sand buckets installed at your premises. 2. Employees with applicable Personal Protective Equipment such as covers, masks, gloves etc. (not COVID 19 related).
3.3	Safety trainings are imparted to all relevant people	No	Kindly upload attendance sheet with signature of participants attended the safety trainings conducted.

4. Measurement of Timely Delivery

Code	Requirement	Conformance (Yes/No)	Assessor Remark
4.1	Mechanism to record deliveries is in place	Yes	Kindly ensure: Recording contract delivery schedules.
4.2	Adherence to process delivery contracts is measured	No	The evidence uploaded is not relevant. Kindly share evidence of delivery trend depicting dispatch date, item quantity and delivery dates etc. (of last 3 months).

5. Quality Management

Code	Requirement	Conformance (Yes/No)	Assessor Remark
5.1	Quality requirements for products and processes are established and monitored	Yes	Kindly ensure: 1. Identification of quality aspects and implement systems for products and processes to ensure consistent, high quality products and customer satisfaction 2. Establishing Quality Policy & communicating to all stakeholders 3. Periodic Quality audits and action plan in case of deviations, if any, to identify Root Cause and take Corrective & Preventive Actions (CAPA).
5.2	Training is imparted to all relevant people	No	Kindly upload attendance sheet with signature of participants attended the quality trainings conducted.

Non Conformance 1

3. Occupational (Workplace) Safety

Code	Requirement	Conformance (Yes/No)	Assessor Remark
3.2	Relevant PPEs are used by the employees	Yes	Kindly ensure: 1. Establishing Safety Policy & communicating to all stakeholders including supply chain 2. Training of all employees on safety and safety requirements 3. Providing relevant Personal Protective Equipment (PPEs) to the employees/ workers 4. Signage & Pictograms/Pictures to alert about the expected behavioral response, inadequate numbers 5. Maintaining Accident/Incident register to record all incidents or accidents 6. Ventilation & Off-gas Management with a provision to monitor & maintain indoor air quality, as the case may be 7. Provision of workers' Amenities including personal protection kit, in-plant shower/eyewash; first-aid kit, etc. 8. Mock drills for emergency evacuations in case of blasts, accidents, or fire 9. Periodic Safety audits and action plans in case of deviations and incidents, if any, to identify Root Cause and take Corrective & Preventive Actions (CAPA)
3.3	Safety trainings are imparted to all relevant people	Yes	Kindly ensure training of all employees on safety and safety requirements.

4. Measurement of Timely Delivery

Code	Requirement	Conformance (Yes/No)	Assessor Remark
4.2	Adherence to process delivery contracts is measured	Yes	Kindly ensure: 1. Recording contract delivery schedules 2. Monitoring & measuring delivery timelines (On-Time in Full) 3. Use of technology/systems to track and measure the deliveries.

5. Quality Management

Code	Requirement	Conformance (Yes/No)	Assessor Remark
		Yes	Kindly ensure 1. Establishing Quality Policy &

5.2	Training is imparted to all relevant people		communicating to all stakeholders 2. Training all employees on quality & processes 3. Ensuring that employees at all levels are involved in quality improvement initiatives.
-----	---	--	--

WAY FORWARD

Quality improvement models vary in approach and methods; however, a basic underlying principle is that quality improvement is a continuous activity and not a one-time thing. As you implement changes, there will always be concerns to address and challenges to manage. The ZED Model strives to assist you in moving incrementally towards your improvement goals. Today's global business environment calls for organizations to develop, implement and maintain effective quality management systems. While the objectives of quality improvement are clear, the roadmap to reaching a superior quality operation, though more difficult and complex, is achievable when practiced.

Compared to large companies, MSMEs actually have a significant advantage in implementing environmental friendly practices. The small scale of operations makes it flexible to adapt with constantly changing regulation or environmental requirements. Environmental sustainability is a major focus in today's business world. Companies across all sectors explicitly state environmental concerns as being part of their management agenda. Businesses are striving to be more responsible towards the environment, whether by reducing their operational impact, by working towards a sustainable environment or by taking preventive measures. It is hence imperative that MSMEs realize the significant advantages of inculcating quality practices in their processes and adopting environment-friendly initiatives. We encourage you to adopt such measures and are confident that you will understand and prioritize your business needs by helping identify any deficiencies or shortcomings that need to be overcome, thereby performing better on the ZED parameters.

We urge you to leverage the competence of ZED trained consultants who will share their expertise and knowledge to help your business attain goals and solve problems. These trained professionals will view the situation from a fresh perspective and can act as a catalyst for change. A Consulting Organization will be allocated to you after a due process after you have achieved a minimum Bronze rating and you will also be eligible for financial support if you opt for this component. After the handholding process is complete, you have an option to apply for a higher Certification Level (if applicable) if you are confident that your processes have considerably improved.

You will also be eligible to avail various other benefits and incentives after achieving a Certification Level. Please log-on to the ZED Portal to know more.

Finally, we urge you to explore participating in various schemes offered by the Government, for example schemes related to Technology Upgradation, Lean Manufacturing, Intellectual Property Rights, etc., which are aimed at encouraging, enhancing and handholding the MSMEs resulting in improved quality, enhanced productivity & higher profitability of the enterprises and making them adopt environment friendly technologies. To know more about the Ministry of MSME Schemes, please visit: <http://msme.gov.in>.

All the best!

The quality movement in product manufacturing and delivery of service has undergone change from its initial emphasis on quality through inspection, to the present-day emphasis on quality through the development of robust processes capable of performing consistently in developing products and services that meet and exceed user needs and expectations.

Drury, Eklund: 1997

