

## Mr Abhijeet Mithari speaks at industry meet



Mr Mithari made an extremely incisive presentation at the industry event...

**Mr Abhijeet Mithari, DGM-Procurement & Estimation at PO**, made an extremely well-received presentation at L&T Heavy Engineering Division's "Customer Centricity Week" in the last week of May 2020.

Held over MS Teams, the session was attended by more than 200 L&T employees from 3 locations – Mumbai, Vadodara and Hazira - across all levels of workmen and management.

Larsen & Toubro, India's premier engineering and fabrication firm places high emphasis on quality, and traditionally hosts the 'Customer-centricity' event every year.

Mr Mithari read a paper on 'Customer Speak/Experience', which covered our interactions with the engineering and equipment supply major over the years, our expectations of support at various project stages, and going forward, our wish list from the them, in light of new developments.

The paper came under considerable praise from L&T, who wrote in to Mithari :

"Thank you for your lucid presentation, At L&T we regard customer centricity as one of our core value and we strive to inculcate the same in each and every employ of the organization. Taking a cue from your presentation today we have organized a Knowledge Sharing Session on "Recent Advancement of Welding Technology for our customers. We request you to encourage and nominate young professionals in your organization to attend this session".

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