

Every customer complaint Is not just a headache...



... but an attack on your Reputation!

The best thing you ever built... Your reputation!

Everything you build finally contributes to building your reputation. Something that takes years of hard work and dedication to build.

The bad news is that, even one customer complaint can dent this hard earned reputation. Because, like a happy customer is your best ambassador, a dissatisfied customer can be a one man defamation army!

You do your best. But...

Being a customer centric organization, you take every effort to provide your customers with the best quality and value while defining your specifications. But many different agencies are involved in actual construction, creating a possibility of some variance creeping in between the redefined specifications and actual construction.

You can't possibly check everything!

Being a high achiever, you are busy in planning new projects and running your multidimensional business. On the other hand, in every single apartment that you deliver, there are a large number of parameters that need to be checked before an apartment is handed over to the customer. If the checking is not thoroughly and professionally done, following Snags may appear and can prove to be detrimental for your hard earned reputation.

Snag List

- Doors/Windows not closing properly
- Shade difference in tiles
- Taps not functioning/ not fixed properly
- Electrical boxes not in line/ Earthing not proper
- Sharp Edges of tiles projecting at some locations
- Wash basins not in level

The Answer - Pre Delivery Inspection Service from CQRA

On your behalf, CQRA conducts a pre-delivery inspection of every single apartment in the project that you plan to hand over to customers. The PDI covers over 75 parameters including electrical, plumbing, waterproofing and many others. The inspection is done thoroughly and meticulously by experts in construction industry who are specialized in construction quality audit.



CQRA's PDI services for individual flats can achieve the following:

- Satisfied customer who shall be an advocate for the builder and not spread ill word
- Builder can avoid considerable harassment from his customers and resultant post project costs
- Contractors shall be vigilant the very first time if they know such checks are to be conducted
- Everybody wins!

CQRA: where construction Quality is A Passion

CQRA is a specialist Construction Quality organization that provides Third Party Inspection, Quality Indexing, Quality Assurance & Advisory Services to some of the leading developers and construction companies in India.

The Construction Industry has always lagged behind other sectors in adoption of Quality Systems and Benchmarking Models. Lack of performance standards and lack of objectivity in judging quality has been one of the major reasons for poor standard of construction apart from other reasons like unattainable project schedules and lack of trained manpower.

Therefore a strong need was felt for a Third Party Quality Audit, Indexing and Certification Agency in the Construction Industry.

CQRA is a company started and managed by construction professionals. The Director and the Senior Management have varied experience in construction companies in India and abroad. None of the Top Management has any business interest/association with any real estate development or contracting company. It is the first and the only company to offer Construction Quality Audit and Rating Service in India and build it into a successful business model. In 5 years CQRA has audited more than 50 million sq feet of construction projects covering some of the most reputed builders in India.

Quality Audit System developed by CQRA brings accountability towards construction quality in building projects. CQRA assists the Project Team (the Client, PMC, Architect and Engineering Consultants, Contractors, Specialists, Suppliers) on site with periodic audits for inspections/observations of materials, application processes and for the final construction product in accordance with the accepted specifications and specified quality norms.

Get empowered with PDI from CQRA

Pre Delivery Inspection Report from CQRA is your most reliable tool for ensuring customer satisfaction and enabling you to focus your energies on planning for the future.

For more Information contact:



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