



Our approach to client relationships is best described as building partnerships, not just completing transactions and we believe in becoming an integral, trusted part of our clients' success

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Q-1. What inspired you to establish Keepsake Engineering Consultancy, and what sets it apart from other firms in the industry?

Ans. Keepsake Engineering Consultancy Pvt. Ltd. is more than 3 decades old, homegrown organization founded by Mr. Ragesh Bateriwal, a technocrat who has widespread experience in welding & a passion for metallurgy. The inspiration behind KECPL was to create a team that effectively bridges the gap between advanced engineering research and practical, on-ground project execution. The organization not only endeavours to consistently deliver high-quality engineering services but also invest in building long-term, trust & value -based relationships with clients.

What truly sets KECPL apart is our three-pronged differentiation strategy:

- **Service Excellence:** We go beyond mere project delivery. Our process involves deeply understanding client requirements and providing the best possible solutions, followed by proactive follow-ups to ensure optimal service life and performance.

- **Relationship Building:** Our team often becomes a trusted extension of our clients' teams, fostering emotional bonds through reliable, on-time delivery and swift issue resolution.

- **Value-Based Pricing:** We recognize that value is subjective and offer competitive, flexible pricing models that reflect the specific needs and operating

environment for each application.

Furthermore, our commitment to innovation is institutionalized through our “Keepsake Welding Research and Skill Development Center” at Ahmedabad, ensuring we are always at the forefront of technology. Our guiding light is “Driven by Technology”.

Q-2. Can you walk us through the process of how Keepsake Engineering Consultancy approaches project management and delivery?

Ans. Our project management and delivery process is built on a foundation of quality, efficiency, and clear communication, ensuring projects are completed on time, within budget, and to the exacting standards.

- 1. Requirement Analysis & Planning:** We begin by thoroughly understanding the client's technical requirements, challenges, and objectives. This phase involves collaborative discussions to define the project scope clearly.

- 2. Strategic Execution with Quality Assurance:** Our execution is guided by stringent quality protocols. We hold ASME PRT-certification for welding and AWS C2.16/C2.16M for thermal spray coating, underpinned by an ISO 9001:2014 certified Quality Management System. This ensures not only the quality of the physical work but also impeccable documentation and traceability.

- 3. Proactive Monitoring & Communication:** We maintain transparent and continuous

communication with the client throughout the project lifecycle, providing regular & timely updates and proactively addressing any potential challenges.

- 4. Delivery & Post-Service Follow-up:** Upon completion, we ensure a seamless handover. True to our name, we “keep” our promises by following up to verify performance and client satisfaction, solidifying a long-term partnership.

Q-3. What are some of the most significant challenges Keepsake Engineering Consultancy has faced, and how did you overcome them?

Ans. One of the most significant and ongoing challenges in our sector is keeping pace with rapidly evolving global technologies while maintaining cost-effectiveness. Early on, we faced the risk of relying on conventional methods that could have kept us short of customer's ever-increasing expectations and made us less competitive.

We overcame this by making strategic reinvestment in

- Training
- Procurement of state-of-the-art equipment.

Regular training sessions are organized for the team covering both technical and soft skills. These helps the team to be always on top of the developments in the field of cladding and coating services. We have been successful in offering proprietary consumables for identified critical jobs.

We annually reinvest more

than 20% of our revenue into research and development. Our infrastructure & equipment have been always ahead of the times. Some of the key milestones in our journey has been recent acquisition of Asia's first laser welding setup, SprayWrx HVOF setup, Unicoat HVOF Setup and dedicated robotic setups for additive manufacturing using exotic materials in powder and wire forms. This commitment to innovation, through our training, dedicated research center and strategic equipment purchases, has been our primary strategy for turning technological challenges into our strongest competitive advantages.

Q-4. Can you share an example of a particularly successful project that Keepsake Engineering Consultancy has completed, and what made it stand out?

Ans. While client confidentiality prevents us from disclosing specific project details, we can describe a hallmark of our success: a complex, large-scale project for a major infrastructure client that involved critical welding and coating applications.

What made this project stand out was:

- **Technical Complexity:** The project required adherence to the most stringent international quality standards.

- **Our Solution:** Leveraging our ASME and AWS certifications, we delivered flawless welding integrity and superior thermal spray coating. Our ISO 9001:2014 system ensured

perfect documentation, which was crucial for the client's audit and compliance.

- **The Result:** We not only delivered ahead of schedule but also established a “relationship differentiation” where our team became a trusted partner. The client cited our technical excellence, coupled with our proactive communication and post-service support, as the key reasons for the project's outstanding success and long-term viability.

Q-5. How does Keepsake Engineering Consultancy approach client relationships, and what sets your team apart in terms of customer service?

Ans. Our approach to client relationships is best described as building partnerships, not just completing transactions. We believe in becoming an integral, trusted part of our clients' success.

What sets our customer service apart is our emphasis on emotional connection and relentless support. Our sales and technical service representatives are trained not just to solve problems, but to anticipate needs. We don't just deliver a product and disengage; we personally ensure it works as supposed to, long after the project is completed. This creates a powerful bond of trust and reliability. In an industry where technical capability is a taken for granted, it is this “Relationship Differentiation”—our commitment to being a dependable associates—that truly distinguishes the KECPL team.