



EROMA PETROCHEMICALS PVT. LTD.®

QUALITY POLICY

Eroma Petrochemicals Pvt. Ltd. is committed for providing customers with service of the highest possible level of quality. We are continually improving processes, products and services meeting and exceeding customer satisfaction at all times.

Eroma Petrochemicals Pvt. Ltd. is committed to:

- Fully identify and conform to the needs of our customers, improving customer satisfaction.
- Monitor and review our service provision and processes, identifying potential errors and implementing the necessary actions to eliminate them.
- Ensure that our suppliers and service providers those may be involved in the delivery of our services also comply with our quality policy and company philosophy.
- Achieving and maintaining a standard of excellence in the operation of our business.
- Our quality management system provides a framework for the management and control of our activities for Quality.
- Continually monitoring and reviewing our Quality Policy to ensure that it remains relevant and effective to the changing needs of our customers.
- Continuous appraisal of our business to ensure that the quality of service we provide fully and consistently meets our customer's expectations and impending legislative requirements.

The effectiveness of our quality system is monitored by planned audits, management reviews and customer satisfaction survey to ensure quality service delivery. The implementation of the quality policy is the responsibility of all staff members, with overall responsibility residing with the Board of Directors.

Mukesh S Pawar

Director

August 2017

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