

QUALITY POLICY

Indofil Industries Limited aims to be a global leader in field of crop care and specialty chemicals with focused approach on sustainable continual growth in domestic and international market through innovation in products, technology, and operations.

We at Indofil are committed to:

- *comply with all statutory, regulatory, and other applicable customer requirements;*
- *adhere to the quality standards in all products and services delivered to customers;*
- *strive for excellence in design, manufacturing, distribution, and marketing of products;*
- *organize our work practices to do a job right the first time, every time;*
- *adoption of process approach, evidence-based decision making and risk-based thinking to achieve planned results;*
- *understand all stakeholders stated and unstated needs, expectations, and preferences to use it as input for periodic review and revising performance standards of our products and services;*
- *ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services;*
- *achieve and enhance total customer satisfaction through consistent product quality, timely delivery, and effective communication;*
- *reduce customer complaints by performing systematic root cause analysis and initiate problem solving and corrective action to prevent recurrence;*
- *sustainable growth with innovative, and superior technology products of highest quality standard as per market needs;*
- *encourage participation of employees and motivate them to achieve quality objective and to create an environment that promotes innovation;*
- *develop employees by identifying their training needs and providing appropriate training to enhance their competence, skills, knowledge & effectiveness to cater the needs of the organization;*
- *continual improvement of the quality management system in all business processes by establishing and reviewing quality objectives through measurable indicators.*

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(Narendra Rane)

Chief Operating Officer – Agro Business