



NUMALIGARH REFINERY LIMITED

QUALITY POLICY

We strongly believe that quality performance is an integral part of our business and are accordingly committed to attain sustained excellence in all our activities connected with refining, storage, despatch and marketing of petroleum products.

In pursuance of the above policy, we shall:

- Ensure that the quality of our petroleum products consistently meets the stipulated specifications and environmental requirements.
- Adhere to the requirement of Quality Management Systems conforming to ISO 9001:2015 in all the relevant activities throughout the organisation.
- Review our policy for continual improvement of the effectiveness of Quality Management Systems.
- Review the performance of relevant processes for effectiveness and efficiency and strive to improve upon them continually through setting of objectives.
- Aim for minimization of losses and continual improvement of plant performance and competency of the employees.
- Maintain focussed attention on customer satisfaction.

Director (Technical)

Revision-4/September 16th 2024