

# Kapa Oil Refineries Ltd

## Quality Policy

Kapa is committed to excellence and continual improvement in providing the highest quality goods and services to customers and other relevant interested parties in our business environment.

We will strive to: -

- Work on a partnership basis with customers to satisfy their needs.
- Develop products that meet customers' explicit and implicit requirements.
- Manufacture products that are delivered on-time-in-full.
- Respond quickly and thoroughly to customer complaints and service requests.
- Promote the use of process approach and risk based thinking for effective management and control of business processes.
- Maintain and continually improve an effective Quality Management System which meets the requirements of the ISO 9001:2015 international standard, statutory and regulatory requirements.

Signed.....  
NITIN SHAH

Designation..... CEO

Date..... 1/7/18