



SIFAX Nigeria Limited

QUALITY POLICY

CODE: Q10-F2
ISSUE: 1
Date of ISSUE: 06/3/20
REVISION DATE:

SIFAX Nigeria Limited is the arm of SIFAX Group with expertise cutting across trade, marketing, global merchant representative, engineering services and crude oil project consulting services and also offers Stevedoring services for ports operation.

We are fully committed to consistently provide high quality services to our client within the boundaries of our service scope.

Accordingly, we have established and shall maintain a quality management system whose design and structure meets the requirement of the international standard (ISO 9001:2015) in consonance with corporate and statutory requirements while guaranteeing to meet our set quality objectives.

This quality policy shall be regularly reviewed for continuing suitability to ensure that it continues to be appropriate and in line with our business needs to:

- Improve our ability to consistently meet our customer requirements
- Improve employee's commitment to quality at all levels by regularly carrying out service improvement workshops and trainings
- Continuously comply with all necessary regulatory and applicable requirements
- Analyse the causes of any complaint or problem, and take appropriate action to prevent reoccurrence

The continual improvement of SIFAX Nigeria Limited's quality management system is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.



Managing Director

 SIFAX NIGERIA LIMITED	QUALITY OBJECTIVES	CODE: Q90-F1 ISSUE: 1 Date of ISSUE: 7/3/20 REVISION DATE:
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SIFAX Nigeria Limited is committed to achieving the following quality objectives:

- Ensure an annual minimum customer satisfaction assessment rating of 80% on service reliability, responsiveness, competence and perception of service quality.
- Ensure a minimum of 60% of staff are trained on relevant skills to correct knowledge gaps and enhance product and service delivery annually.
- Ensure all customer services related incidences/complaints are documented and reported to the Head of Operations within one (1) working day; and corrective actions commence within four (4) working days of notice.
- Achieve 50% reduction in asset downtime by 100% compliance to planned preventive asset maintenance programmes / house-keeping programmes weekly, monthly and yearly to enhance optimal working conditions of all operational and administrative assets.


Managing Director