



Ref No : PO-QA-001N	Author: F. Patsika	Date of Issue: 31 March 2021	Page
Revision No : 11.00	Approved By: N. Mashika	Approval Date : 31 March 2021	1 of 2

QUALITY POLICY	
VISION	To be the number one Chemical Company in Zimbabwe.
COMMITMENT	<p>Astra Chemical (PVT) LTD is committed to the maintenance of our Quality Management Systems that comply with the requirements of ISO 9001:2015 standard, customer specific and relevant statutory and regulatory requirements.</p> <p>The Top Management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:</p> <ul style="list-style-type: none"> ➤ Customer and applicable statutory and regulatory requirements are determined, understood and consistently met. ➤ Risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed. ➤ The quality policy is established and is appropriate to the purpose and context of Astra Chemical (PVT) LTD and that it supports the strategic direction of the business. ➤ This quality policy is communicated, understood, implemented and maintained throughout the company. ➤ Staff has requisite competences and resources and that the working environment promotes maximum employee participation.
FRAMEWORK FOR QUALITY OBJECTIVES	<p>Apply the Quality Management Principles as identified in the ISO standards to achieve the following objectives, which will be measured and reviewed to ensure their continuing suitability, adequacy and effectiveness:</p> <ul style="list-style-type: none"> ➤ To enhance customer satisfaction. ➤ To improve process performance to ensure consistent achievement of the set quality and performance criteria. ➤ To ensure continued future growth and profitability of Astra Chemical (PVT) LTD. ➤ To create an environment of continual management systems improvement for a sustained competitive advantage.

Ref No : PO-QA-001N	Author: F. Patsika	Date of Issue: 31 March 2021	Page
Revision No : 11.00	Approved By: N. Mashika	Approval Date : 31 March 2021	2 of 2

	<p>➤ Improved value creation through mutually beneficial, interdependent relationships for all our stakeholders, including external providers, customers, employees and shareholders.</p> <p>Note: Each department has SMART objectives that have been developed from the above framework.</p>
RESPONSIBILITY	<p>It shall be the responsibility of the Board to establish and maintain policies and procedures that will ensure adherence to this policy.</p> <p>Every employee should understand the Quality Policy in order to meaningfully contribute to the achievement of the objectives contained therein.</p> <p>It shall be the responsibility of the SHERQ Teams, together with the responsible Site Executive, Functional Managers and Branch/Depot Controllers to implement and monitor this policy.</p> <p>The Policy is documented, communicated and made available to all employees, contractors and relevant interested parties as appropriate.</p> <p>Any change to the policy is communicated and displayed to current employees, in team areas and on notice boards, and a copy is contained within the electronic system which is available for all computer users.</p>
POLICY REVIEW	<p>This Quality Policy will be reviewed on an annual basis, or whenever necessary and will be updated when changes occur.</p>



Nomatter Mashika
HEAD: ASTRA CHEMICAL

Review Date: 25 March 2021