

## **COMPANY POLICY ON QUALITY MANAGEMENT SYSTEM (QMS)**

**Silo Power Limited** maintains a quality policy. The **Quality Management System (QMS)** is strictly observed as per **ISO 9001 standard**, the merit which enables our group to meet customers satisfaction as well as statutory and Regulatory requirements pertaining to the execution of assorted works. Accordingly, our observation of quality is carried out in accordance with cardinal principles of Quality Management System as described below.

**(i) Customer Focus:**

Customer Focus is a pivotal aspect of Quality Management and hence attracts keen attention to improving customer satisfaction. This has always been a primary goal of our operations hence our success.

**(ii) Leadership:**

The role of leadership in quality management forms a backbone of performance appraisal and improvement of the same.

**(iii) Engagement of people**

Involvement of all people at all levels always ameliorates our Quality Management System as it tends to become a culture of our company members.

**(iv) Process approach:**

This enables our group to carry out Quality Management System as a system of process for the entire group, not for only specific departments or individual personnel.

**(v) Improvement;**

This aspect plays an important role in enabling our group to describe requirements for continual quality improvement of our service

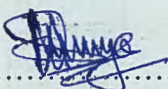
**(vi) Evidence-based decision-making:**

Following evaluation and appraisal of company services provided to customers as well as operations analysis. The management passes a proper decision on the aspect of the Quality Management System.

**(vii) Relationship Management:**

Relationship management is the process of managing relationships between our company and employees of assorted levels as well as stakeholders of the work environment.

By prioritizing the **ISO 9001 based** quality management principles as expressed above, our policy contributes a lot to customer satisfaction leading to desirable success.



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**Managing Director**  
**SILO POWER LIMITED**