

QUALITY , ENVIRONMENT AND HEALTH & SAFETY **OBJECTIVES**

Smithline has established the following objectives for their operations. Management Representative in coordination with respective department head established the quality objectives and is overall responsible for ensuring compliance. MR monitors the implementation of these objectives at all levels. Objectives are communicated to concern functional level.

1. Improve the Customer Satisfaction Rating (Get Rating 85% and above in Quality and Delivery)
2. Provide Min 2 QMS, 1 EMS and 2 HSE Training in a year.
3. Ensure the consistent quality of the product through statistical analysis.
4. Find Minimum 10 new clients in the year 2023
5. Procure the imported raw material on time (Not exceeded more than 15 days of the committed date) Achieve 80%
6. Deliver the finished products on time (Not exceeded more than 2 days of the committed date) Achieve 80 %
7. Complete the Site work as per committed date (Not exceed more than Seven Days)
8. Maintain the Minimum Stock Level (Not to be less than minimum stock level)
9. Committed to attend the machine breakdown within one day
10. No drawing revision more than two times due to design / engineering error.
11. To dispose of solid process waste to authorized dealer to minimize the environmental impact.
12. Monitor the legal and other requirements at frequent intervals Including RAKEZ legal requirements.
13. Review and Monitoring the Organization Risk and Action Plan twice in a year.