



**POLICY ON RESPONSIBILITY TO CUSTOMERS**

**AND THEIR ENGAGEMENT**

**OF**

**SOLAR INDUSTRIES INDIA LIMITED**

## **PHILOSOPHY:**

The primary focus is to meet customer requirements and work towards meeting customer expectation.

Solar determines the quality of its product & services by its ability to measure customer satisfaction level and its impact on all related parties.

Solar also determines that, its product & services have served its intended functions and performance and the value & benefit of the customer.

## **POLICY:**

Solar has a well developed Quality Management System (QMS) which improve the companies ability to fulfill its duties & commitment and meets the need and expectation of its customers and interested parties.

Solar implements this responsibility towards its customer through the ISO 9001 standard QMS.

The key principles guiding this policy are:

- a. Customer seeks confidence in Solar's ability to consistently provide products & services as per this requirement.
- b. Customer seeks confidence in Solar's ability to have a reliable supply chain, product service.
- c. Customer seeks to assess Solar's ability to consistently monitor its confirmatory to requirements.
- d. Customer seeks to assess Solar's competently to deliver a knowledge in use, manufacture, transport & storage in economical & safe way.

## **PUTTING INTO PRACTICE...**

Solar through this policy engage to measure the following criteria at regular interval.

- 1) Customer satisfaction feedback
- 2) Product availability conformity feedback
- 3) Prompt delivery of products & service
- 4) Training & awareness with end user.

The above is regularly monitored under ISO 9001 standard and documented.

**Manish Nuwal**  
**Managing Director &**  
**Chief Executive Officer**