



Advanced Gases
Limited

2020 QUALITY OBJECTIVE

Quality objectives are an integral part of the business plan of **Advanced Gases Limited** and they are consistent with the Quality policy and aligned with the strategic direction of the organization. The organization has established these quality objectives in order to enhance customer satisfaction and exceed their expectations.

Our established Quality objectives which are subject to review during management review are:

- Maintaining the Organization certification to ISO 9001:2015 quality management system requirements throughout the year 2020.
- On quarterly basis, achieve customer satisfaction index (CSI) rating of at least 90% of delivered product to customers.
- Ensure total compliance (100%) to statutory and regulatory requirements.
- Achieving timely delivery for a minimum of 90% order subject to agreed terms and condition of sale.
- Continually improve the quality management system by conducting one internal audit and one management review for the year 2020.
- Responding to customers' enquiries within 24 hours from initial contact.
- At least 60% of personnel affecting product conformity are made competent through training and retraining before the end of the fourth quarter in 2020.

Godwin Emeka

**Managing Director
Advanced Gases Limited**

Dated: January 2, 2020

