



QUALITY POLICY

SANPAC Africa limited is committed to being the most profitable plastics company in Kenya. To achieve this, customer satisfaction is our top priority. The company strives to satisfy all its customers with value-for-money products and services that are free from deficiencies and are delivered at mutually agreed deadlines and competitive prices. The following quality policy provides a framework for establishing and reviewing of quality objectives.

The quality policy has been explained and communicated to the staff by displaying at strategic sites.

This policy is reviewed to make sure that it is still adequate and fit for purpose.

To fulfil our ambition of being a recognized industry leader at reduced costs, below elements are adhered to;

Employees

We invest in our employees' development through training and encourage teamwork amongst them throughout the organization. Employees are also equipped with the necessary tools for their duties.

Suppliers

We seek to work with strong suppliers that share our commitment to quality and our appreciation of the importance of protecting the environment.

Process Improvement

Our processes are regularly monitored and improvements initiated by our employees, through audits or through internal inputs. For us, quality encompasses not just the quality of the products themselves, but also the quality of each individual process step.

Customer Satisfaction

Any dissatisfaction arising from our products and services are dealt with speedily and fairly. We regularly check that we are meeting their needs through customer feedback tool so that we can use to improve ourselves.

Equipment

We invest in machine automation where possible to reduce variation, defects, and waste. We ensure our infrastructure and equipment are well maintained.

Compliance

We will strive to ensure compliance with all the relevant requirements, including customer, statutory and regulatory ones. We have established and maintained a documented quality management system modelled on the ISO 9001: 2015 Quality Management System Standards.

Approved by:
Managing Director