

## QUALITY POLICY

At SMLI Quality is integral part of our business principles. These principles guide our actions to deliver quality product & services in the field of mobility solutions that are safe, compliant of law & regulations and delight our customers.

Our Quality policy summarizes the essential elements of our commitment and includes:

- Improve Quality Management System on continual basis and adopt global best practices and sustainable technologies to reach higher benchmark of quality.
- Foster a quality mind set continue to strive for excellence in design, development, manufacturing and best after sale & services combine with an unmatched ownership experience that meet and exceed both expectations and applicable requirements of our customers.
- Customer focused Quality, delivery and unmatched services to our customer is a measure of our abilities and is regularly monitored and reviewed against set objectives.
- Processes, technology and methods shall be continuously evaluated and actions taken to ensure that they are effective, resources efficient and sustainable. A preventive and proactive approach shall always be applied.
- Identify and understand our internal & external customer's requirements, expectations, measure their perceptions to pursue continual improvement and create a competitive advantage for our customers and ourselves.
- Transfer of knowledge and use of best practices shall be actively pursued to encourage a culture among our suppliers, business partners where we shall learn from each others to always remain competitive in QCD.
- Increase the motivation, skills and innovative leadership of our people through continual training & development and add value to our businesses through consumer awareness.