

## QUALITY OBJECTIVES

Apex Energy's Quality Objectives established in-line with the Quality Policy and shall be used to measure continual improvement and growth of the Quality Management System while taking into account the applicable requirements.

Quality Objectives listed below shall be measured at periodic intervals through the period of Q2 - 2020 through Q1 – 2021 and shall be displayed on notice boards at relevant functions, reviewed and updated at management review meetings, and be made available to interested parties to demonstrate the effectiveness of the Quality Management System.

Quality Objectives are planned to ensure targets established below are achieved

Process	Objective	Target
	Customer Satisfaction Index	80%
Sales & Marketing	Quote to Order	70%
	Inquiries to Quote	80%
Operations	Delivery performance	80%
	In-process identified non-conformances	< 2%
Purchasing	Requisition to Order time	5 days
	Supplier delivery performance	80 %
Human Resource	Training completion Index	80%
Quality	Quality-related customer complaints	< 2%



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