

QUALITY POLICY

ANDOLF Energy Services Limited shall provide consistent Quality Project Management, Procurement, Metering, Operations and Maintenance services that meet all legitimate requirements to the utmost satisfaction of her customers, applicable interested parties, legal/ regulatory requirements. We shall continually improve our Quality Management System through programs that enable each employee to do their job right the first time and every time.

QUALITY OBJECTIVES

- **Monitor and Maintain Customer Feedback on Service Delivery at project completion with a target score rate of 70% and above.**
- **Close out all Customer Complaints within 3 months of receipt.**
- **Create and maintain a work environment that enhances team work and Job satisfaction through annual employee feedback received from at least 70% of employees.**
- **On an annual basis, review AESL overall QMS performance for continual improvement.**



**C.D Mbonu Mrs.
(Managing Director)**

AUGUST, 2020

Date