

# Quality Assurance Policy



Zetile Oil and Gas is an indigenous downstream marketing and distribution company with a proud Nigerian heritage. Its key objectives since its establishment is to deliver quality deliverables / service in line with best practices.

It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements.

The Management and Staff are responsible for Quality Control through the government approved DPR Quality Management System structure and seek improvement by constant review, with suppliers and sub-contractors being encouraged to co-operate.

Our Quality Policy is defined and strongly driven by the following management ethics and actions:

- Develop and maintain a highly skilled professional workforce knowledgeable of, and capable of providing organizational leadership and establishing, maintaining and improving world-class business and quality processes. Well defined roles and responsibilities with strong management involvement and commitment
- Deliver value to the society by providing a stable economic benefit to our employees and local economy
- Attain and surpass our commitments for quality, cost, schedule, safety and security to consistently provide customer value and satisfaction in deliverable or service through world-class leadership, continual improvement, employee development, recognition and social responsibility based upon efficient business processes, well-defined measurements, best practices, and customer surveys

Through the use of these guiding principles, everyone at Zetile Oil and Gas is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations in line with best practices. Our goal is exceeding 100% customer satisfaction.