

## Quality Policy

**Plast O Tuff** is committed to being a leading manufacturer and supplier of high-quality PVC pipes and fittings. Our fundamental goal is to achieve and maintain the highest level of customer satisfaction by consistently providing products that meet or exceed their expectations and all applicable statutory and regulatory requirements.

To achieve this, we are committed to the following principles:

- **Customer Focus** We will understand and respond to the explicit needs of our customers. We are dedicated to delivering reliable, durable, and cost-effective piping solutions that are fit for their intended use. Our commitment to customer satisfaction is the driving force behind all our decisions.
- **Excellence in Manufacturing** We utilize state-of-the-art technology, high-grade raw materials, and a meticulously controlled manufacturing process to ensure the production of pipes with consistent quality, dimensional accuracy, and superior physical properties. We continuously monitor and improve our processes to minimize defects and maximize efficiency.
- **Adherence to Standards and Regulations** We are committed to complying with all relevant national and international standards (e.g., IS: 4985:2021, ASTM D 1785, NSF/ANSI 61). We also adhere to all applicable health, safety, and environmental regulations to ensure our products are safe and our operations are sustainable.
- **Continuous Improvement** We believe that quality is a journey, not a destination. We are committed to a culture of continuous improvement across all aspects of our business, from raw material sourcing and production to delivery and customer service. We regularly review our quality management system, set measurable objectives, and implement corrective and preventive actions to enhance our performance.
- **Employee Involvement and Training** We recognize that our employees are our most valuable asset. We provide our team with the necessary training, resources, and a safe working environment to empower them to take ownership of quality. We foster a culture where every employee is accountable for the quality of their work.
- **Partnership with Suppliers** We forge strong relationships with our suppliers, working collaboratively to ensure that all incoming raw materials meet our stringent quality specifications. We select and evaluate our suppliers based on their commitment to quality and reliability.