

## QUALITY POLICY

We at **LUCAS INDIAN SERVICE LIMITED**, are committed to delivering reliable, timely, and high-quality servicing, testing, repair & Refurbishment of auto-electrical components including alternators, starter motor, Wiper motor and fuel injection system including fuel injection pumps and injectors with the objective of consistently meeting and exceeding customer expectations.

We shall:

- Deliver consistent, defect-free, and performance-assured services that conform to customer expectations and manufacturer's specifications.
- Ensure compliance with all applicable statutory and regulatory requirements.
- Foster a culture of continual improvement through systematic monitoring of process performance, risks, and opportunities.
- Enhance customer satisfaction through effective communication, skilled workmanship, and strict adherence to Standard Operating Procedure (SOP).
- Build and sustain employee competence, engagement, and integrity, ensuring quality excellence at every level of the organization.

This policy is communicated, understood, implemented, and periodically reviewed to ensure its continued suitability and alignment with the strategic direction of our organization.

**PRESIDENT**

**01.08.2025**

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