

H.P.ORE PROCESSORS PRIVATE LIMITED

REGD. OFFICE: PLOT NO.14 MISSAL LAYOUT, NAGBHOO MI SOCIETY, INDORA, NAGPUR-440014

WEBSITE: www.msmineral.com

Email ld-exporthpore@gmail.com

Handphone - (91) 7218492004, 0712-2655050/51

QUALITY POLICY

H.P. Ore Processors Private Limited incorporated under the banner of **MS Group** for control and design quality & Safety parameters and is to sole enterprise dealing in Minerals in the Industrial Paradise city of M.P State in India. The company is actively engaged in the manufacturing and supplying of flawless Value Added Minerals. In addition to this, the company is also reckoned as one of the top-notch Manganese oxide & Dioxide Manufacturers in India. We are also certify under **ISO 9001** certification for assures our world customers of our credibility. We have a huge and established business network that covers each and every region of India. Our company also follows policies i.e. “Sincere Business Relation” and “No compromise on Quality” that further ensures availability of quality products and maximum satisfaction. We have also generated various employment opportunities for the tribal & backwards and backward classes so as to help them in fulfilment of their basic needs. Last but not the least; we have also made diligent efforts to establish and maintain long lasting relationship with our valued clients.

QUALITY POLICY:

At **H.P. Ore Processors Pvt. Ltd.** we are committed to

Fulfilment of customers needs and expectations,

Achievements of objectives leading to excellence and growth,

Compliance to applicable regulatory & statutory requirements,

Oriented Human Resource to prevent process and product defect,

Reduced variation & waste, ensuring continual improvement.

The main tool in achieving this goal is the quality management system that meets the requirements of the international standard **ISO 9001**.

The main objectives are:

Timely and complete customer satisfaction of customers’ needs:

- Systematic analysis and stocktaking of current and prospective requirements of our customers;
- Reduction of the cost and improvement of the quality of our products due to the optimization of production processes;
- An objective assessment of the level of customer satisfaction with our products;
- The absence of claims and complaints from consumers – the consolidation of reliable and stable partner reputation on the market.

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Constant improvement of production processes and quality control of released products:

- The use of a process approach in managing of all the activities and resources.
- The creation of a transparent and fair information flows on all levels of management, which allow to assess quickly the positive and negative factors which influence the processes of production, with the aim of taking the necessary preventive measures in reduction of the production quality;
- Development of technical documentation, which takes into account recent developments in the field of production, guaranteeing the high quality of our products;
- Ensuring of high corporate culture – the creation of product within the specified quality characteristics;

Support and maintenance of personal interest of each employee in the results of their work, creation of working conditions ensuring quality and timely work fulfillment:

- Continuous development of the personnel, performing the governing and executive functions, their professional skills and competence;
- Creating conditions for opening of the creative potential of employees;
- Increasing of the staff professionalism and competence, basing on the development of personal responsibility and the implementation of effective self-control ;
- The base for fair motivation is an objective assessment of the each employee's results;
- Establishing and maintaining of a friendly atmosphere in the company, improvement of corporate culture to ensure satisfaction with job.

The organization, **H.P. Ore Processors Pvt. Ltd.** is making a systematic effort to maintain the quality policy, which is.

- To maintain quality at all stages.
- To create quality consciousness amongst all employees.
- To maintain quality leadership in our products.
- To enhance Total Customer Satisfaction through prompt delivery of quality material and services.
- To bring in Quality Management through performance leadership.

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- To continuously maintain and improve the effectiveness of the Quality

Management System.

The vision and mission of the **H.P. Ore Processors Pvt. Ltd.** is primarily to satisfy the citizens/ clients while achieving the production targets, diversifying in the mineral sector and production of Manganese based chemical technology through internal resources and Joint Ventures globally.

PROMPTNESS FOR ATTENDING GRIEVANCES :-

Quality of work is accorded top priority and works are executed to such standards, so that, complaints do not arise, in a few cases where complaint arise they are attended on priority. **H.P Ore Processors Pvt. Ltd.** has a well formulated system of handling grievances. If any grievance received from the clients/ citizens, they have been dealt as per the laid down procedure of the Company and the result of the grievances handling procedure has been informed to the client/ customer.

DETAILS OF CUSTOMERS/CLIENTS AND SERVICES PROVIDED :-

H.P Ore Processors Pvt. Ltd. is supplied to the Ferro producers, Chemical grade Industries, Steel Plants. Ferro Manganese is sold to the Steel Plant and Electrolytic Manganese Di Oxide is sold to the Dry Cell Battery manufacturer. **H.P. Ore Processors Pvt. LTD.** is also selling Ferro Manganese and certain grades of Manganese ore through e-sales which are conducted every month. This has helped **H.P Ore Processor Pvt. Ltd.** in wide customers participations and better improved product price.

SAFETY :

H.P. Ore Processor Pvt. Ltd. gives a very high priority to the safety of employees and always maintain the record of safety first then production. For safe working, at all the mines, working is being regularly supervised by Competent Supervisors like Mine Mate, Mine Foremen & qualified Mining Engineers.

ENERGY & ENVIROMRNT MANAGEMENT:

H.P. Ore Processors Pvt. Ltd. Is concerned about the increasing environmental pollution particularly due to industrialization and increased smoke & dust. For maintaining ecological balance in the environment, H.P. Ore Processors Pvt. Ltd. Has been handling eco-friendly projects. H.P. Ore Processors Pvt. Ltd.

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Apart from the above, Company's strategy towards eco-friendly mining encompasses the following:

- Scientific Mine Planning.
- Effective Pollution Control Measures.
- Optimization of resources utilization.
- Regular monitoring of Air, water, noise & vibration quality.
- Biological reclamation of degraded land.
- Rehabilitation of reclaimed areas.
- Rural and community development.

