



Jordan Petroleum Refinery Co. Ltd

Quality Policy

Jordan Petroleum Refinery Co. Ltd recognizes the importance of commitment to adopt a strategy which bases the development of its business on the pursuit of quality in all its products and activities within the limitations of the laws, regulations and specifications that govern its business.

The company also recognizes that committing itself to implement a quality management system, which reflects both customer satisfaction to the extent possible and business requirements, is essential for continued success.

To achieve this strategy Jordan Petroleum Refinery will strive to :

- Focus on the requirements of its customers and develop its products and services to satisfy their needs where feasible.
- Implement a Quality Management System that meets the requirements of ISO 9001:2015, and focus on leadership importance of top management , to ensure the effectiveness of the quality management system (QMS).
- Adopt continual improvement that includes products and services quality appropriate training and tools necessary to contribute to the Quality Management System implementation effort.
- Communicate the quality objectives to employees.
- Develop the relationships with suppliers emphasizing continuous improvement in products quality, delivery and services provided.
- Foster an environment that supports teamwork.
- Adopt and implement Risk Based Thinking to determine risks and opportunities that can effect conformity of products/services and ability to enhance customer satisfaction.

Note: Quality policy will be provided to any concerned party when ask or needed.

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Chief Executive Officer



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**Annex A to 9001:2015 Guidance document for
approved companies**

**A step by step guide on how to
interpret each clause**

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Clause 5.1.2 – Customer focus

- Knowing the law and knowing the customer's expectations and delivering it;
- What can go wrong with what you are selling and providing and what opportunities you also have when you deliver this; opens doors, for example, to other work streams;
- Making sure the customer is happy.

Example

Understanding the customer specification/needs. Ensure you know exactly what the customer wants and documenting this from initial enquiry to commissioning paper work.

Clause 5.2 – Policy

Clause 5.2.1 - Establish

Write the policy to include:

- making sure it reflects your business size, ethos and what you are trying to achieve;
- how you will decide what you are going to achieve and how you will check this;
- committing to doing it the right way (e.g. in line with standards and best practice);
- committing to try to continually improve.

Clause 5.2.2 – Communicate

Tell everyone about it.

- Making sure it is written.
- Making sure people know it and understand it.
- Giving it to people who have an interest in your business (e.g. clients / suppliers / manufacturers / staff).
- Publishing it on your website.

Example

Quality policy, company induction, basic training, tool box talks.