



## Zero Rejection Policy

At Exsan Industries, our firm commitment to quality is encapsulated in our Zero Rejection Policy. This policy underscores our dedication to delivering products that meet the highest standards of excellence, ensuring complete customer satisfaction and safety.

### 1. Commitment to Excellence

At Exsan Industries, we aim to achieve zero rejections—not just in principle, but in every aspect of our operations. This commitment spans from small-batch customer samples and bulk consignments to individual product units and every delivery that leaves our manufacturing facility.

We believe that every product, regardless of volume or destination, must meet stringent quality benchmarks. Our goal is that our customers should never receive a product that is compromised in any way. We ensure that no item is ever rejected based on, but not limited to, the following key factors that are commonly responsible for order cancellations or product rejections:

- ✓ Performance failures (e.g., poor chemical efficacy, reduced functional output, inadequate lubrication, etc.)
- ✓ Deviation from technical specifications (such as viscosity, boiling point, pH levels, flash point, and corrosion resistance in fluids)
- ✓ Packaging defects (including weak sealing, leakage, labelling errors, damaged containers, non-compliant packaging material, or improper sizing)
- ✓ Export compliance issues (non-adherence to international chemical safety, transport, or documentation standards)
- ✓ Shelf life or expiry inconsistencies
- ✓ Aesthetic or visual flaws (dull shine, inconsistent colour, foreign particles, phase separation, or crystallization)
- ✓ Batch inconsistencies (such as variation between batches or from approved pilot samples)
- ✓ Contamination risks (from particulate matter, microbial growth, or water ingress)
- ✓ Product instability during storage or transit (e.g., phase separation, sedimentation, or container deformation)
- ✓ Incomplete or inaccurate documentation (missing COA, MSDS, TDS, QC reports, batch traceability, etc.)
- ✓ Barcoding or serial number errors
- ✓ Insufficient carton or pallet strength (impacting warehouse stacking or international freight)
- ✓ Improper labelling (mislabelled specifications, language errors, missing regulatory marks)
- ✓ Regulatory non-compliance (REACH, RoHS, GHS, or country-specific automotive chemical regulations)
- ✓ Incorrect quantity or weight variances
- ✓ Delayed dispatch or failure to meet promised delivery timelines
- ✓ Unavailability of product traceability or batch recall mechanism

By embedding controls, audits, and process validations into every stage of our manufacturing and supply chain, we have maintained an impeccable record of 100% rejection-free deliveries over the last decade. This standard is not just a goal—it is a non-negotiable principle that defines the Exsan promise.

## 2. Inward Quality Assurance Checks for Raw Materials and Packaging Material

At Exsan, quality begins with what we bring in. Every raw material and packaging material used in our production is subjected to rigorous Inward Quality Assurance Checks to ensure it meets our testing standards—long before it enters the manufacturing line.

- ✓ We source our raw materials exclusively from trusted global suppliers, and our verification process includes:
- ✓ Analysing supplier-provided batch test reports for every consignment
- ✓ Detailed sample log analysis for all materials under consideration
- ✓ In-house laboratory testing to validate key parameters such as purity, viscosity, pH, density, flash point, and contamination levels
- ✓ Cross-verification with NABL accredited laboratories to ensure data consistency and compliance
- ✓ Material Safety Data Sheet (MSDS), Certificate of Analysis (COA), and Regulatory Compliance Certificates (REACH, RoHS, etc.) review
- ✓ Visual and physical inspection for packaging integrity, labelling, shelf life, and transportation conditions
- ✓ Lot traceability checks and documentation audits
- ✓ We verify shelf-life and storage compatibility, ensuring the raw material maintains its properties throughout its lifecycle in our facility.
- ✓ Each incoming batch is tagged using a barcode-based traceability system, allowing us to monitor movement, usage, and recall status if ever needed.
- ✓ Rejection of any batch that shows discrepancies or fails to meet internal benchmarks, with immediate return to supplier
- ✓ This multi-layered check is driven by the personal discipline and Quality-First Philosophy and Operational Credo of our Top Management, who have performed active roles in various Technical Committees of International Governing Standards Domain since the early days, who instil a No-Compromise Culture Across the Whole Organization

## 3. Prevention Over Correction

Inspired by the principles of zero-defect manufacturing, we prioritize defect prevention over detection. By integrating quality assurance directly into our production processes, we strive to eliminate errors before they occur.

We implement *real-time quality control* at every critical stage of production to detect anomalies early.

Advanced process automation, coupled with predictive analytics, helps minimize human error and production variability.

## 4. Employee Responsibility and Training

Quality is a collective responsibility. Every team member at Exsan is empowered and trained to uphold our quality standards. Continuous training programs ensure that our employees are equipped with the knowledge and skills to maintain our zero-rejection commitment.

Training modules include process-specific SOPs, root cause analysis, and regulatory updates. Employees are also encouraged to suggest improvements through structured internal quality circles and Kaizen initiatives.

## 5. Continuous Improvement

We believe in the philosophy of continuous improvement. Regular audits, feedback mechanisms, and performance reviews are conducted to identify areas for enhancement, ensuring our processes evolve to meet changing industry standards and customer expectations.

We follow methodologies like PDCA (Plan-Do-Check-Act) and Six Sigma tools to drive measurable improvements. Learnings from internal evaluations and customer feedback are integrated into monthly quality updates for all departments.

## **6. Customer-Centric Approach**

Our Zero Rejection Policy is not just about internal processes; it's about our customers. We actively seek and value customer feedback, using it as a tool to refine our products and services, ensuring we consistently meet and exceed expectations.

Dedicated customer success teams monitor satisfaction scores and post-delivery experience. Frequent engagement helps us stay aligned with evolving client needs and application-specific challenges.

## **7. Transparent Communication**

We maintain open and transparent communication channels with our stakeholders. Any deviations or potential issues are promptly addressed, with corrective actions implemented to prevent recurrence.

Clients are kept informed with proactive updates, quality dashboards, and detailed RCA (Root Cause Analysis) reports if issues arise. Internally, cross-functional reviews ensure swift and collaborative resolutions.

## **8. Compliance and Standards**

Exsan Industries adheres to all relevant industry standards and regulations, ensuring our products are not only of the highest quality but also compliant with global benchmarks.

Our operations are aligned with ISO 9001:2015, ISO 14001, and REACH compliance, where applicable. Continuous certification audits and internal process validation keep our systems robust and up-to-date.

## **9. Monitoring and Evaluation**

Key performance indicators related to product quality and rejection rates are continuously monitored. This data-driven approach allows us to make informed decisions and maintain our zero-rejection status.

Metrics such as First Pass Yield (FPY), Cost of Poor Quality (COPQ), Return Rates, and Customer Complaint Trends are analyzed monthly to ensure operational efficiency and accountability.

## **10. Supplier and Partner Collaboration**

We extend our quality commitment to our suppliers and partners, ensuring that every component and material used in our products aligns with our zero rejection standards.

Each supplier undergoes a qualification and performance review process. Regular audits, material sampling, and collaborative development initiatives ensure quality at the source.

## **11. Policy Review**

This policy is reviewed annually to ensure its relevance and effectiveness. Adjustments are made as necessary to align with technological advancements, industry changes, and organizational goals.

Cross-functional reviews include benchmarking against global best practices. Policy revisions are communicated across the organization to ensure alignment and understanding at every level.

At Exsan, there are no shortcuts—only strict adherence to the highest quality benchmarks at every step.