

Quality Policy

Our vision at Sohar Aluminium is “Maximizing shareholder and social value by responsible and sustainable operation of our business”. This is deeply rooted in the way we drive our business strategy through every business Pillar.

Sohar Aluminium’s Quality Management System (QMS) is embedded into our core values and business pillars, and forms an integral part of our journey to achieve the vision.

One of the core business pillars of Sohar Aluminium’s business strategy is customers as without them we cannot sustain our business.

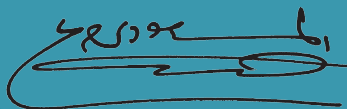
In our QMS, a key sustainability measure is to consistently “meet the highest customer expectations in product quality and supply reliability, whilst maximizing the shareholder value”.

ISO 9001:2015 specifies requirements for a QMS when an organization:

- Needs to demonstrate its ability to consistently provide product and services that meet customer and applicable statutory and regulatory requirements, and
- Aims to enhance customer satisfaction through the effective application of the QMS, including processes for improvement of the QMS and the assurance of conformity to customer and applicable statutory and regulatory requirements.

At Sohar Aluminium we are proud to commit to these standards and to meet the highest customer expectations by:

- Creating a “high definition” picture of the customer and their needs.
- Delivering products that consistently meet our customer’s quality specifications.
- Ensuring supply reliability and quick response to customer inquiries.
- Creating a unique customer experience and maintaining the highest level in customer service.
- Continuously improve business synergies to add value to our customer’s experience thereby contributing to our mutual success.
- Increase the social footprint by contributing to increased downstream industry in the region.



Said Mohammed Al Masoudi
CEO
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SOHAR
ALUMINIUM