



## FCI Quality Policy Statement is as follows

### Quality Policy

**"FCI Seizes every opportunity to exceed the expectation of the client"**

**By providing services:**

- **In a non-discriminatory manner**
- **By competent persons ensuring confidentiality**
- **With a commitment not to have any other commercial interest with the customer which will have impact on impartiality other than certification activities.**

### Quality Objectives

- **To maintain customer satisfaction index at a minimum of three and above on a scale of five.**
- **To Provide inspection/assessment services to the customers without compromising the independency and integrity of the inspectors/assessors.**
- **To acquire continual improvement in new skills.**
- **To Sustain Financial Stability.**

**Date : 1<sup>st</sup> Sep.2009**

**Place : Hyderabad**

A handwritten signature in black ink, appearing to read "Kotela Srihari".

**Kotela Srihari  
Director  
Food Cert (India) Pvt. Ltd.**