

BASF PETRONAS Chemicals **QUALITY POLICY**

At **BASF PETRONAS Chemicals** we believe that "**We create value through chemistry**" only, if customers are satisfied. Therefore, we want to ensure that our products and services, internal process flows, and delivery reliability meet the needs and requirements of the customers. We link our objectives to customer expectations, monitor customer satisfaction and actively manage nonconformances.

An effective management system including risk management is a prerequisite for quality, for flexibility and fast reaction to changes as well as for value creation in growth and sustainability. We strive to continuously improve the effectiveness of the **BASF PETRONAS Chemicals Quality Management System**. This is verified regularly by external certification bodies.

The leaders within **BASF PETRONAS Chemicals** create environment in which employees are engaged in achieving quality objectives, and provide employees with the required resources, training and authority to act with responsibility. Our leaders inspire, encourage and recognize the contribution of the employees.

We ensure that our employees are aware of the quality requirements in their job and continuously further develop their capabilities and qualifications.

We value the quality of our products, services and processes as well as business excellence as a decisive success factor for **BASF PETRONAS Chemicals**.



Dr. Sven Crone
Managing Director
BASF PETRONAS Chemicals Sdn. Bhd.