



INTEGRATED MANAGEMENT SYSTEM

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The Management of Synergy Group has established, implemented and monitored effectively the Integrated Management System (IMS) in consistent with all applicable legal requirements, ISO 9001:2015 and ISO 45001:2018 Integrated Management System, the best available standard/ guidelines, customer requirements and those locally available codes/standards to enhance its Quality performance such as customer satisfaction, advanced technology, competitive pricing, quality of product & services, effective corrective actions on each feedback from its customers/ employees/ External providers etc.

The operation of our organization includes retail Design, engineering, testing, commissioning, repair and maintenance of heavy-duty equipment's such as conveying system, pollution control equipment, girth gear, wear protection system, crushing equipment in the field of cement, steel, mining, aluminium, fertilizers and oil and gas sector.

Our management is striving for that "Customer Satisfaction" by completely understanding the needs and expectations of the customers and highly motivated to make use of any opportunities by fulfilling the expectations of customers and resolving the associated risks, feedback & suggestions received from its stakeholders.

We have set SMART Quality Objectives & Programs for continual improvement in whole functional areas of Organization by;

- Providing safe and healthy working conditions for the prevention of work-related injury and ill health of employees and external providers through continual improvement of our OH&S management system and OH&S performance
- Health & safety of employees, visitors, neighbours and all the relevant stakeholders
- Providing and taking a leading role in establishing a framework including best practices for setting and reviewing OH&S objectives that suits and confirms to the purpose and context of the SIF and supports its strategic direction.
- Demonstrating the visible OH&S assurance by continually identify and review OH&S risks and OH&S opportunities appropriate to the specific nature of SIF and implement appropriate corrective and preventative actions to manage these risks. Also, by continually strive towards eliminating hazards and reducing OH&S risks there by improving the OH&S Performance and overall OH&S management system
- Comply with all relevant and applicable legislation, industrial standards and guidelines related to legal requirements and other requirements
- Promote open communication with workers, employees, customers, contractors, interested communities and government bodies regarding any suspected and/or potential OH&S exposure and its impact on SIF operations
- Promote consultation and participation of workers, and, where they exist, workers' representatives
- Being a preferred provider of cost effective and technology driven solutions supported by the highest standard in Design, engineering, testing, commissioning, repair and maintenance of heavy-duty equipment's.
- Developing, implementing and maintaining a Integrated Management System as per the requirements of best available International Standard,
- Keeping work force up-to-date with current technology through research, training, seminar, exhibitions and development;
- Marketing our product & services through available new technologies such as social media, webinar, international seminars, exhibitions, workshops, etc.
- Ensuring full commitment of all employees towards implementation of integrated management system,
- Addressing each customer suggestions, taking corrective actions on feedbacks from employees /External providers /partners /manufacturer to achieve customer satisfaction thereby improving the business of organization,
- Integrating Quality Assurance process to pricing, purchasing, sales and logistics as a core process to enhance reliability and confidence of client and costumers and its operations.

The Line Management of our organization shall ensure that all necessary Integrated Management resources are made available sufficiently and utilized efficiently to enhance the effectiveness of overall IMS in the organization. It is also the responsibility of each and every employee of our organization to implement this policy and live up to its commitments.

Managing Director

