



## **FulmenIndia Enterprises Pvt. Ltd.**

Plot No 150, 4th Floor, Udyog Vihar, Phase-1,  
Gurgaon - 122001, Haryana, India

### *Quality Control Policy for Export & Import Operations*

#### **QUALITY CONTROL POLICY FOR EXPORT & IMPORT OPERATIONS**

Effective Date: 12/11/2025

Revision Number: V.1

Approved By: Board of Directors

Policy Owner: Quality & Compliance Department

#### **1. PURPOSE**

The purpose of this Quality Control (QC) Policy is to ensure that all goods exported and imported by FulmenIndia Enterprises Pvt. Ltd. meet the highest standards of quality, safety, and regulatory compliance. This policy aims to maintain consistency in product quality, enhance customer satisfaction, comply with trade standards, and minimize risks.

#### **2. SCOPE**

Applies to all exported and imported goods, all stages of supply chain including procurement, processing, packaging, warehousing, dispatch, and delivery, and all departments such as Quality Assurance, Procurement, Operations, Logistics, and Documentation.

#### **3. QUALITY OBJECTIVES**

- 100% shipment compliance with buyer specifications.
- Mandatory pre-dispatch inspections for exports.
- Maintain product rejection rate below 1% annually.
- Ensure full traceability and documentation for every batch.
- Promote continuous improvement through regular audits and evaluations.

#### **4. QUALITY CONTROL PROCEDURES**



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#### **For Exports:**

- **Supplier Qualification:** All suppliers undergo evaluation, audits, and testing. Must comply with ISO, HACCP, FSSAI, and export standards.
- **Raw Material Inspection:** Check moisture, purity, contamination, and packaging quality. Reject non-conforming materials.
- **In-Process Checks:** Continuous monitoring during processing; samples logged in inspection records.
- **Pre-Dispatch Inspection:** Verify labeling, packaging, and specification compliance. QC clearance required before shipment.
- **Documentation:** Each consignment must include QC certificate, test reports, traceability details, and export compliance certificates.

#### **For Imports:**

- **Supplier Verification:** Verify reputation and compliance documents. Perform sample testing before clearance.
- **Pre/Post-Arrival Inspection:** Check for damage, contamination, or specification deviation.
- **Documentation:** Maintain import QC records including test reports, certificates, and inspection results.

## **5. QUALITY STANDARDS & COMPLIANCE**

#### **FulmenIndia adheres to:**

- ISO 9001:2015 (Quality Management Systems)
- FSSAI standards for food products
- APEDA, DGFT, and other Export Promotion Council regulations, where and when applicable
- Codex Alimentarius, EU, GCC, and USFDA standards (as applicable)

## **6. CORRECTIVE & PREVENTIVE ACTIONS (CAPA)**



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Deviations or complaints trigger a Corrective Action Report. Root cause analysis and preventive measures implemented. Non-conforming products are segregated, documented, and handled per SOP.

#### **7. TRAINING & AWARENESS**

Regular training for QC and operational teams on standards, documentation, and export/import compliance procedures.

#### **8. INTERNAL AUDITS & REVIEW**

Quarterly internal audits ensure compliance and improvements. Annual management review assesses quality performance and updates policy.

#### **9. CONTINUOUS IMPROVEMENT**

FulmenIndia promotes a culture of quality excellence, regularly reviewing systems, suppliers, and processes to strengthen customer trust.

#### **10. RECORD KEEPING**

All QC documents, inspection reports, and certificates retained for a minimum of five years.

#### **11. POLICY REVIEW & AMENDMENT**

Reviewed annually or as required due to regulatory, market, or operational changes.

Authorized By:

Director - FulmenIndia Enterprises Pvt. Ltd.

Date: 12/11/2025

