

Quality Policy

Filtex S.A.L is one of the main raw material distributors in the Middle East. We believe in equal business relationships built on mutual and respected upheld by defined principles.

Filtex S.A.L is committed to provide premium quality products and services to customers which is reflected in the following milestones:

- Establishing and implementing a quality management system (QMS) in compliance with ISO 9001 :2015 requirements;
- Meeting and exceeding all applicable legal and customer requirements;
- Providing rigorous training to our employees to ensure their competence;
- Continually improving our QMS, business processes and services;
- Continuously focusing on improving customer satisfaction;
- Effectively communicating the quality policy to our employees and other relevant interested parties fostering a shared commitment to excellence;

The Board of Filtex S.A.L is aware that business growth and continuous improvement are the main carriers of our strategy, and we pledge ourselves to the responsibilities and objectives outlined in this policy, with a firm commitment of resources towards these goals.

February 7th, 2024

Hassan El-Fil, CEO

