

▶▶ mission statement



Who we are ...

IFGL is a leading manufacturer of specialised refractory and operating Systems.

We market our products and services worldwide with operations in India, Brazil, China, Czech Republic, Germany, UK and USA.

Our products have maintained a reputation for their technical supremacy and performance as they support and augment our customers' advancements and requirements. We have diversified into the field of bio ceramics.

Our Goal ...

To be the market leader in our area of business by creating a system of values and guidelines which will also bring about customer and colleague satisfaction.

Achieving our vision means reaching our goals :

- ▶▶ **Financial** : To focus on profitable company growth.
- ▶▶ **Customer satisfaction** : To meet our commitments to our customers and always aim to exceed their expectations.
- ▶▶ **Quality** : To achieve the highest possible standards through our passion for safety, continual improvement, innovation and excellence in every aspect of our business.
- ▶▶ **People** : To have the best trained and most motivated people in our industry.

Our decisions are based on our values :

Quality : We constantly seek to improve the quality of our products and services and the way in which we deliver. We believe in sustainable and equitable business policies

Leadership : We always have a positive attitude, accept individual responsibility but are always prepared to ask and listen.

Honesty : We believe in doing the right thing individually and collectively and always encourage others to do the right, honest and ethical thing. We strictly adhere to the laws of the lands in which our operations are based.

Ambition : We aspire for all our stakeholders to achieve their full potential and support them in their quest and on their journey.

Teamwork : We combine our skills, knowledge and experience for the benefit of our colleagues and our customers, thereby achieving results far beyond mere individual capabilities.

Enjoyment : We create a working environment which colleagues delight in, support them and create a one team ethic.

Health & Safety : We always regard health and safety as one of our highest priorities which we never compromise upon.