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## QUALITY POLICY

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### CUSTOMER ORIENTATION

- Understand the current and future needs and expectations of the customer of our products constantly.
- Becoming a place of trust for existing and future customers by constantly meeting our customer expectations.
- Guarantee the delivery of products and services by the agreed requirements.
- Assess and take steps to improve consumer satisfaction with the quality of products and services

### SYSTEM AND PROCESS APPROACHES

- Manage interconnected business processes as a system.
- Evaluate process productivity and efficiency for improvement thereof. Optimize and standardize all processes' cutting-edge technology.
- Provide resources and incentives for continuous improvement. Aim efforts at reducing expenses, improving productivity and efficiency of processes.

### STAFF

- Ensure continuous professional development of employees.
- Train employees in applying modern methods and instruments for continuous improvement.
- Engage employees in process improvement and build a quality culture in the Company.
- Improve the employee motivation system.

### ACHIEVE VISION, MISSION & GOAL

- Sustain and develop business growth and Intellectual Property.
- Fully committed to complying with ISO 9001 and other applicable requirements by implementing continual improvements to our Quality Management System.



**OMAR MOHAMED SAID**  
MANAGING DIRECTOR`  
01 JANUARY 2023