



## QUALITY POLICY

### CUSTOMER ORIENTATION

- Understand the current and future needs and expectations of our customer of our products constantly.
- Becoming a place of trust for the existing and future customers by constantly meeting our customer expectation.
- Guarantee the delivery of products and services in accordance with 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 the purposes of improvement thereof. Optimize and standardize all processes using 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 application of 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 AND GOAL

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

OMAR MOHAMED SAID

Managing Director

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