

 Engineering Zone Co. Ltd.	<b>ENGINEERING ZONE CO. LTD.</b>		
	ISM-001	POLICY 1 - QUALITY	Issue Date: 01-Jun-2022
	PREPARED BY <b>QHSE MANAGER</b>		REVIEWED & APPROVED BY <b>CHIEF EXECUTIVE MANAGER</b>

## QUALITY POLICY

The delivery of quality services and products that meets or exceeds our customer's expectation is one of the underlying principles of our business. Every employee is committed to passionately delivering customer satisfaction and building long-term loyalty with our customer to achieve mutual success.

Quality is the responsibility of every person working in Engineering Zone. Our Quality Policy is based on the following principles:

- ✚ **Customer Focus:** We understand the needs of our customer and deliver products and services in an efficient and effective manner to meet or exceed customer expectations. Customer will be treated ethically, truthfully and respectfully.
- ✚ **Risk Based Thinking:** We apply a risk-based approach to all our processes to minimize and mitigate the potential of failures.
- ✚ **Effective and Compliant Process:** We implement lean process to remove waste and potential defects and ensure compliance with laws and regulations pertaining to quality.
- ✚ **Leadership:** All managers to demonstrate a visible commitment to our quality system and objectives. They lead in the understanding and implementation of the quality system and accountable for the results.
- ✚ **Commitment to Interested Parties:** We strive to meet or exceed the need and expectation and maintain and develop mutually beneficial relations, with all our interested parties.

It is the responsibility of all employees to voice concern regarding our ability to meet customer requirement and expectation, to STOP any non-compliant operation and to ensure compliance with the Quality Management System

Our commitment to the Quality Policy shall be met with the highest integrity, through documented quality objectives, routine quality management reviews and an all-encompassing quality culture. We are committed to continuously improving the quality of our services and products.

  
**SAAD MOHAMMED AL SHAMRANI**  
**CHIEF EXECUTIVE MANAGER**

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L1-EZONE-QHSEMS-001-Quality Policy

Page 1 of 1	Prepared by: QHSE	L1-EZONE-Policy-001	Rev: 01
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