

Title	Quality Policy Statement
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Process Owner	CEO
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Approved By	CEO
Summary	Overarching policy detailing the commitment from Top Management to constantly improve and ensure total customer satisfaction in all our products and services provided.
Classification	Public
Reference	ISO9001
Associated Records	Quality Objectives
Issue	1

Change Record

Migrated to the ISO Management System.

Quality Policy Statement

Al Fajar Group is dedicated to its quality policy and will ensure that its services will fully meet the requirements of its customers, employees, suppliers and is in accordance with the institutions and all applicable legislation and other requirements. The goal of the company's Quality Policy is to achieve and maintain a high level of customer satisfaction at all times Al Fajar Group believes in the concept of working together with our customers to pursue this policy and in continually striving for improvements in service quality.

The scope of the Quality Management System is detailed in the IMS Scope document on ISO system.

It is our Policy to ensure that:

- ❖ We have implemented this Quality Management System to ensure commitment to comply with industry requirements and continually improve.
- ❖ We strive for continuously improving our services to our customers. We seek customer feedback in order for us to better provide services and solutions to our customer's needs.
- ❖ We have implemented this Quality Management System to ensure that all employees work to satisfy the requirements of our customers and the current ISO 9001 Standard. We have set measurable objectives to monitor this, and review these objectives at our management review meetings.
- ❖ The Quality Management System is monitored and maintained by regular scheduled Internal Audits conducted by competent Internal Auditors.
- ❖ The Quality Management System is communicated and understood by all members of Al Fajar Group
- ❖ All system processes and practices are regularly reviewed by top management to ensure continuing suitability and effectiveness. We are committed to the continual improvement of our quality management system and determine the improvements required to meet the changing needs of our customers.
- ❖ The policy is reviewed for continued suitability as part of the Management Review Policy.
- ❖ This policy is available to interested parties both internal and external upon request; it is available to all staff via the ISO system.

The requirements of this standard are one part of our ISO Management System (IMS).

Approved By: Sreekumar Nair
Title: CEO
Date: 24/09/2020