

## **Quality Policy**

This manual defines the policy and mandatory quality control systems and standards of Macair fmi Limited (the Company). These are applied to ensure conformance to customer requirements; taking into consideration customer's drawings/specifications, statutory/regulatory and other contractual requirements. Procedures will ensure that customer's needs and expectations are identified.

This is achieved through a philosophy of unequivocal management commitment to quality programs which involves total organisational participation. Our systems are designed to improve processes and systems through the use of quality plans (process flow diagrams) which define goals/objectives, measurement systems and skill improvements all of which are monitored against planned action dates and designated managerial responsibility.

The Company sets and re-evaluates Quality Objectives as part of the regular System Reviews to review the overall performance of the Company. This policy and our related objectives ensure continual improvement in services and systems operated.

These disciplines give us a strategic marketing edge in highly competitive market and will be reflected in the continued growth and success of the company and the satisfaction of our clients

Managing Director