

Quality Policy

“Quality – An embedded foundation”

Our goal is to provide customers with the highest quality products & services by assuring their performance, consistency, safety and value. This commitment is rooted in our corporate values and is essential to our continued growth and success. Our commitment to quality is vital to all we do.

We endeavour to continuously improve our standards of Quality by:

- We will accurately address the demands of our customers.
- All our employees will adhere to laws and regulations, and will work toward satisfying the needs of our customers.
- We will always consider improvements to all of our activities including higher product quality, cost reduction, and getting products to our customers in a shorter amount of time.
- We shall observe all relevant laws, regulations, and contracts, and make efforts to continuously improve quality. By ensuring the quality and safety of our products, we will meet our customers' requirements and increase customer satisfaction.
- We shall establish a quality management system and work to continuously improve the system.
- We shall do our best to provide products of consistent quality. We shall investigate and identify the root cause of any inconsistencies based on data, and make all required improvements in order to ensure consistent quality.
- Provide extensive staff training, promoting a 'do it right first time' attitude towards quality.
- Continually monitoring and reviewing our Quality Policy to ensure that it remains relevant and effective to the changing needs of our customers.
- The effectiveness of our quality system is monitored by planned audit, managements' review and customer satisfaction surveys to ensure quality service delivery.

Objectives of the Quality Policy

- Embedment of learning for continual improvement.
- Enhancement of customer satisfaction by fulfilling customer's quality expectations.
- Emphasis on skill enhancement of employees to stay focused on the company's commitment to quality.
- Implement prompt action in respect of non-conformities, complaint observations and recommendations.
- Aiming for cost competitiveness/ reduction through kaizens, error-proofing techniques, etc.
- To meet all relevant regulatory & legislative requirements that apply to our production facility.
- Focus on good manufacturing practices.

- To strive for improving the quality level to match the global standards.
- Continual improvement in the quality management system.
- To ensure effective Supply Chain Management.
- To enhance Human Resource utilization by implementing result-oriented HR Practices.
- To evolve as a responsible corporate sector, nurturing human values and concern for society and the environment.
- To provide the training and development required for staff to improve existing and new skills for high quality standards set by the company.

At RP Lasertech, teamwork, engagement, ownership and support by everyone is vital for achieving our quality objectives. In this context, we are committed to providing the required leadership, management and other resources that will ensure the Quality Policy is reviewed periodically, and communicated to employees and third parties.

At its core, 'Quality' is first and foremost about trust in our products, our services and in our brand. But, there's much more to quality than this: It is about delivering the promises we as a brand make everything we do. Each one of us has the power to influence Quality and Trust through our leadership, dedication and passion.

Disclaimer

Our ability to meet the goals set out in this Quality policy statement, as detailed above, will be reviewed by the management in the review meeting. The implementation of the quality policy is the responsibility of all Board of Directors, Executive members, Employees, Partners, Suppliers.

This policy will be reviewed annually for its suitability and updated as necessary.