



### 0.3 QUALITY POLICY STATEMENT – GEN 03

The Management of ALBIS is committed to ensuring only quality products and services are provided to our clients through the realization of the following objectives:

- implementation and maintenance of a Quality Management System based on the ISO 9001 – 2015 International Standard.
- enhancing our leadership for the supply of quality materials, supplies and services,
- improving our competitiveness by continuously reviewing our processes,
- aiming to achieve 100% compliance with our procedures and standards,
- total commitment to achieving customer satisfaction,
- provision of appropriate training to employees and continuously improving our standards,
- development of co-operation within the Company,
- motivation of all employees,
- continual improvement of the Quality Management System and reduction of customer complaints.
- reduce quality costs and improve productivity,
- address risks in order to pursue opportunities and eliminate the source of the risk.
- B-BBEE Level 2 Contributor

**Our goal: Customer satisfaction – First time – Every time**

  
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Director

28/02/2020  
.....  
Date



#### 0.4 QUALITY POLICY

Δ The management of ALBIS FLANGES (Pty)Ltd accepts, and is committed to complying with the ISO 9001 – 2015 quality management system and all other relevant requirements, as documented in the quality manuals, as an economic means of achieving the under mentioned benefits and ensuring the company's continually motivated employees by conducting training programmes, both in-house and, when necessary, outside training courses, to ensure the product quality, service reliability and customer satisfaction is constantly maintained.

By adopting these concepts and principles of quality management, the company will benefit by:

- Improved image
- Improved productivity
- Reduced quality costs
- Improved marketing
- Continual improvement of the quality management system

  
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Director

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.....  
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