

Document 2: Quality Management Policy

1. Purpose

To ensure the consistent delivery of products and services that meet customer and regulatory requirements.

2. Scope

Covers all organizational processes impacting product/service quality.

3. Policy Statement

Commitment to continual improvement and customer satisfaction through a structured Quality Management System (QMS).

4. Quality Objectives

- Maintain customer satisfaction rating above 90%.
- Reduce defects by 10% annually.
- Timely delivery in 95% of orders.

5. Responsibilities

- **Quality Manager:** Oversees QMS and audits.
- **Process Owners:** Implement quality controls.
- **Employees:** Follow standard procedures.

6. Document Control

- All documents must have version control.
- Review cycle every 12 months.

7. Internal Audits

- Scheduled bi-annually.
- Findings recorded and actions tracked.

8. Non-Conformance Management

- Root cause analysis.
- Corrective and preventive action (CAPA) plans.

9. Training

Annual quality training for all staff.

10. Compliance

Aligned with ISO 9001:2015.