# **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.