

Title	→	Quality Policy Statement
Process Owner	→	CEO
Date Created	→	15/11/2022
Summary	→	A detail of Top Management commitment to continuously improve our services and technology so that we can reach to the customer delight
Classification	→	Public
Associated Records	→	Quality Objectives

Quality Statement

The company's top management has a commitment to continuously improve our activities by rigorous application of all the practices set by the board of directors of our company. Similarly, we strive to find the customer demand and work on how to full fill the customer's expectations so that we can reach customer delight. We have highly qualified staff and experienced workers to ensure quality at all levels. Likewise, as all the business depends upon the customer so we always strive to provide them with high-quality services to exceed their expectations.

Our Policy to Ensure Quality

The goal of our top management is to provide highly efficient services to our customers and full fill their all demands by all means. So, we adopted such principles to ensure the quality which is as follows:

- ❖ Management ensure that our routine activities are according to the set standards to meet the desired quality level.
- ❖ We continuously improve our system by involving all the stakeholders to give their suggestions on how we can improve our operational system.
- ❖ We also ask our customers for feedback about our services so that we can improve our weaknesses and compete in the market.
- ❖ We have implemented a quality management system at all levels of our operations its rigorously monitored by the supervisors and section heads.
- ❖ The top management commitment to quality is explained and understood by all our members.
- ❖ The quality management system is monitored and maintained by regular scheduled Internal Audits conducted by competent Internal Auditors.
- ❖ The First services also review its quality policy to move towards continuous improvement.