

QUALITRAIN GROUP LIMITED

QUALITY MANUAL

QUALITY POLICY

Organisation Group Limited ('Qualitrain') aims to provide defect-free products and services to its customers on time and within budget.

Qualitrain operates a Quality Management System that has gained ISO 9001: 2015 certification, including aspects specific to its scope of certification.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction.

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled to achieve customer satisfaction
2. Communicate throughout Qualitrain the importance of meeting customer needs and all relevant statutory and regulatory requirements
3. Establish the Quality Policy and set Quality Objectives at relevant functions, levels and processes
4. Ensure that the Management Reviews set and review the Quality Objectives and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources.

The structure of the Quality Management System is defined in this Quality Manual.

All personnel understand this Quality Policy's requirements and abide by the Quality Manual's contents. Qualitrain complies with all relevant statutory and regulatory requirements. Qualitrain constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed to ensure its continuing suitability.

Copies of the Quality Policy are made available to all staff and to relevant interested parties. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual staff members in accordance with their roles and responsibilities to communicate the effectiveness of the Quality Management System.

GP00G Leadership and Quality Policy in ISO Tracker

