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We have established this quality policy to be consistent with the purpose and context of our organization. It provides a framework for the setting and review of objectives in addition to our commitment to satisfy applicable customers', regulatory and legislative requirements as well as our commitment to continually improve our management system.

Customer focus: As an organization, we have committed to understanding our current and future customers' needs; meeting their requirements, and striving to exceed their expectations.

Leadership: Our Top Management has committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

Engagement of people: As an organization, we recognize that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.

Process approach: As an organization, we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

Improvement: We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.

Evidence-based decision-making: As an organization, we have committed to only making decisions relating to our QMS following an analysis of relevant data and information.

Relationship management: We recognize that an organization and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

Our policy is also to meet the requirements of other interested parties and to address our social, environmental, charitable, regulatory, and legislative responsibilities.

We have produced quality objectives that relate to this policy, and they can be found in document R03 Quality Objectives.


This policy is available/communicated to all interested parties as well as being made available to the wider community through publication on our Website, Company Noticeboard, and Intranet.

Authorized by: *Nzuzo Khuzwayo* 

Position: *Director*

Date Approved: *17 August 2023*

Review Date: *17 August 2025*

QUALITY SYSTEM DOCUMENTS	Approved by	Director	
	Compiled by	Administrative officer	