



QUALITY POLICY

SALEM MANA MOHAMMAD AL-DUWAIN EST. (SMD) topmost priority is to provide Quality services to all our customers that meet or exceed their expectations. All activities are carried out in safe environment and only competent staff is deployed to provide the respective services. The quality of services being provided goes through various quality tests to make sure that the quality of our services is uncompromised.

SMD is maintaining & implementing the quality management system:

- By covering the entire processes of organization which can affect the services quality.
- By Building a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs and expectations.
- By achieving our commitments for quality, cost, and workplace activities schedules
- By enhancing the systematic research and use of best preventive practices at all levels and ensure reliable risk management.
- By ensuring that all company personnel are fully competent to carry out their assigned tasks.
- By striving to continually improve our services provided to clients, by implementing quality policy, quality objectives, performance evaluation including audit results, corrective actions and at management reviews.
- By complying with customer related requirement, applicable laws related to the industry.
- By communicating the policy to all employees and copies are available to interested parties/public on request.
- By striving continuously to improve our performance their continual suitability and the effective operation of the organization

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Approved By
Managing Director