

QUALITY POLICY

At ENGINEERING ZONE CO. LTD, we are dedicated to delivering high-quality services that comply with international standards, client requirements, and regulatory obligations. Through our team of skilled professionals, we implement, maintain, and continually improve our Quality Management System in accordance with ISO 17020:2012 and ISO 9001:2015.

Our key commitments are as follows:

Customer Focus: We are committed to exceeding customer expectations by delivering services that meet all statutory, regulatory, and contractual requirements. Our goal is complete customer satisfaction through timely, efficient, and high-quality solutions.

Impartiality and Integrity: We ensure impartiality and objectivity in all our inspection activities, free from any external influence. Any breaches of impartiality or confidentiality will be addressed promptly and rigorously to maintain trust and compliance.

Confidentiality: We safeguard the confidentiality of client and company information, ensuring that sensitive data is protected and managed with the highest level of integrity.

Regulatory and Client Compliance: We adhere strictly to all relevant regulatory requirements and ensure compliance with client expectations, upholding the highest quality in our services.

Competency and Empowerment: All personnel involved in inspection and related activities are competent, trained, and equipped with the necessary resources. We empower employees to raise concerns and stop any operations that do not meet quality standards.

Continual Improvement: We regularly audit and review our Quality Management System to ensure its effectiveness and drive continual improvement in our processes and services.

Resource and Equipment Maintenance: We ensure that all resources, equipment, and facilities are adequately maintained to support the integrity and quality of our inspections.

Complaint Handling: We maintain an effective system for managing complaints and appeals, ensuring timely and fair resolution.

Top Management Commitment: The top management of Engineering Zone Co. Ltd. is fully committed to ensuring impartiality, confidentiality, and integrity in all inspection activities. Strict actions will be taken against any breaches of these principles to uphold the trust of our clients and stakeholders.

This policy is communicated to all employees and made available to interested parties. It is reviewed regularly to ensure its ongoing relevance and suitability to our operations.

ABDULLAH AL DAYEL
General Manager

Date: 01/06/2024

