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QUALITY POLICY

Director(s) Commitment

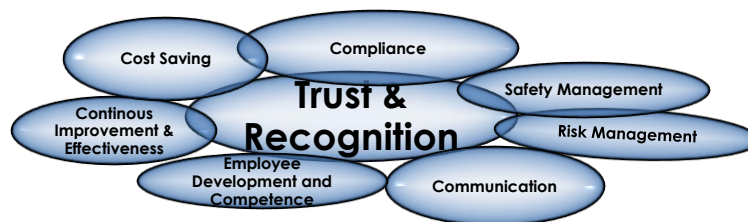
Quality is an Integral part of Inkwali's Business Principles. These principles guide our actions to deliver products and services that are safe, compliant and preferred. They are essential for the achievement of our ambition to be recognized and trusted to offer products and services that create value for our customers through faster, reliable, more efficient and well-maintained systems.

This is why the Directors of Inkwali recognize and accept their responsibility to establish, effectively operate and maintain a Quality Management System based on the requirements of ISO 9001:2015. It is the policy of the organisation to ensure that products and services are consistently provided in accordance with customers' specified requirements, regulatory standards and to meet timescales.

DO IT RIGHT, THE FIRST TIME, EVERY TIME

Inkwali, and all its staff are committed to:

- **QUALITY DELIVERY:** Quality at Inkwali can be defined as how **FIT FOR PURPOSE** a service/product is delivered to an internal/external client. Time, Cost, Risk and Safety Management form the pillars of the Inkwali quality Management Process.
- **CUSTOMER SATISFACTION:** Full understanding of both internal and external customer needs, and working towards achieving and exceeding those needs through risk management, safety management, costs saving, and ensuring timeous delivery is Inkwali' s primary objective. We follow-up on products and services provided to obtain feedback and ultimately, ensuring customer satisfaction and continuous improvement.
- **EMPLOYEE DEVELOPMENT:** Inkwali believes in training and the provision of adequate communication and resources to all employees on their roles to maintain a high level of quality and safety at all times. Doing everything right, first time, every time is our primary goal.
- **CONTINUOUS IMPROVEMENT:** Continuously improving the quality of our products and services guarantees product safety, prevent poor quality incidents and eliminate defects through conducting regular management review meetings to ensure our quality management system is correctly applied, reviewed where necessary, updated and controlled as needed.
- **COMPLIANCE** to all statutory and regulatory standards is maintained at all times.
- **RISK BASED THINKING:** Inkwali applies a *Plan, Do, Check, Act* methodology to business operations that ensures maintenance of our quality goals and objectives.
- **QUALITY OBJECTIVES:** The Inkwali Quality Management System is supported by Quality Objectives that are set and monitored on an ongoing basis.
- **COMMUNICATION:** The quality policy will be communicated to all employees and made available to suppliers and clients on request.




Themba Clifford Zungu
Managing Director