

Engitech Quality Policy

Quality Statement

We at Engitech take pride in our work

We also have the highest respect for our clients, personnel and the communities in which we work, and we are grateful for their contribution to our continuing success.

We feel honoured and privileged to work with them. We are committed to meeting their expectations, as well as our obligations under every project entrusted to us.

We listen to their feedback, and respond to the best of our technical and managerial abilities. We are committed to their complete satisfaction.

To best serve these various stakeholders, we have implemented Client Satisfaction and Continual Improvement Programs in every business area. These programs are based on the applicable requirements of ISO 9001 Standard for Quality Management Systems.

Commitment

We are committed to meeting the expectations of our clients by providing advanced technical and managerial skills with the highest levels of professional integrity.

The quality of our service is the reason for our success. We at Engitech are committed to contributing to this overall success.

Policy

Quality at Engitech means satisfying clients on each and every project that we execute. It is the policy of Engitech to achieve client satisfaction through the careful management of our work processes, with due attention to value creation through scope, schedule, cost control, and with emphasis on safety and the environment at all times.

Implementation

Quality is an integral part of every aspect of our business. Engitech develops and implements a Quality Management System (QMS) specific to the line of business, based on Corporate Procedures and Systems.

A Quality Plan shall be developed for **every project**. The Quality Plan shall address the specific needs of the client, key technical features, and execution measures to ensure success and a monitoring plan to deliver results. The Quality Plan shall incorporate appropriate methods to obtain feedback from the client during project execution for measuring and monitoring client satisfaction.

Monitoring of Quality Plans shall focus on the application and improvement of work processes and methodology. At the completion of each project, the lessons learned shall be documented by the project manager and disseminated within the business unit.

Based on feedback from the clients, as well as the lessons learned from the projects, each business unit shall develop a continuous improvement program, focusing on the improvement of work processes and its own QMS.

Records

Engitech shall maintain proper documentation and archiving systems ensuring the preservation of objective evidence of compliance with legal, contractual and QMS requirements.

At least once in each calendar year, Engitech shall perform a Management Review of the QMS, evaluating its effectiveness in areas such as compliance with Corporate Quality Policy, procedures, customer satisfaction and continuous improvements.

Scope

This Quality Policy applies to all Engitech's areas of operation.

The Managing Director of Engitech is responsible for Quality Policy and shall evaluate the effectiveness of the application of this Policy, and provide an assessment and welcome any recommendations from its valued clients for its improvement, as required.

Dr HASSAN A. SADAFI
Managing Director

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