



☞ Quality Policy ☞ ISO 9001 : 2000 ☞ ISO/TS16949 : 2002

The management team is committed to the achievement of a robust Quality Management Systems and demonstrates its commitment by:

- ◆ Establishing and maintaining an active program of internal audits of its quality management system.
- ◆ Tracking of corrective actions.
- ◆ Following-up audits to assess the effectiveness of corrective actions.
- ◆ Offering good professional practice, ensuring quality of its testing and calibration.
- ◆ Monitor, benchmark and continuously improve our services organization and employees' performance

Company wide quality Procedure and quality policy are, also, in coordination with the content in the ISO9002 Quality Manual.

In March 2000 the Company had passed the evaluation made by Global Certification Company For ISO9002 QC Certification Qualification and acquired the ISO9002 Certificate.

ISO9002 Certificate expired in March 2003 and had passed the re-evaluation for ISO9001/2000 Version, and been awarded the ISO9001/2000 Version Certificate.
RoHS/WEEE compliant for green policy

Customers Satisfaction:

The final aim and most important objective of all quality activities are for customer satisfaction. This quality policy demands that all the colleagues in the Company should start from the customer, We are committed to our customers' success. We partner with our customers through our customer service process. Customer requirements are identified and updated when changes occur. Our customer service process includes provision for us to review and clarify new requirement inputs, confirm the ability to meet requirements, and enable effective communication among customer and internal engineers. Customer satisfaction will be measured using an annual survey instrument, improvement opportunities identified and plan / objective will be developed as part of the annual business improvement cycle.