



QUALITY ASSURANCE/CONTROL POLICY

Vision

SUPERIOR aims to achieve client satisfaction through providing them with the best service techniques through continual improvement.

Commitment

SUPERIOR top management has the ultimate responsibility for quality performance and promoting continual improvement. SUPERIOR is committed to:

- Understanding our client's needs and delivering products and services that satisfy those needs.
- Transparency in the reporting of the quality performance.
- Maintaining fit for purpose quality management systems, in line with our quality policy and standards as part of SUPERIOR management system framework.
- Promoting a culture in which all employees share this commitment.

Objectives

To meet this commitment SUPERIOR will:

- Develop and implement a systematic approach to quality management within the regulatory and other requirement of the countries in which we operate and in accordance with the appropriate national and international standards.
- Ensure that our quality policy and standards are understood and followed at all levels in the company.
- Set objectives and targets which promote continual improvement in performance.
- Measure, upraise and report on quality performance.
- Provide appropriate training for all staff and assess their compliance.
- Identify and assess business risks and opportunities including planned changes
- Maintain open communication with clients and evaluate client satisfaction
- Identify, investigate and correct quality issues and take the appropriate action to prevent recurrence.
- Engage with sub contract companies and suppliers who Endeavour to ensure that their quality standards match our own.
- Periodically review the stability and effectiveness of this policy, our management systems, targets and objectives.

Responsibility and Implementation

Responsibility for compliance with this policy adheres to top management. It is also the responsibility of individuals to take ownership and responsibility for the quality of their own work. Everyone must endeavor to make themselves aware of the potential consequences and risks associated with the non compliance of this policy. SUPERIOR will implement the policy through their documented business management system and conduct periodic audits/reviews to verify compliance and promote continual improvement.

Kamal Safa
Managing Director