

	<b>QUALITY MANAGEMENT SYSTEM</b>			
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	<b>QUALITY POLICY</b>			

## Quality Objective

Quality is important to our business because we value our customers. Sigma Industrial Services (Pty) Ltd.'s objective is to deliver quality services that consistently meets and surpass the customer's requirements; within a stipulated time frame and at a reasonable price.

## Quality Policy

Our primary focus is total customer satisfaction, as such we have documented, implemented and are continually monitoring our quality management system thorough:

- Regular gathering and monitoring of customer feedback.
- Quality control procedures including Test methods and method validation, Assuring quality of the results, customer complaints, regular internal audits, and Management review.
- Training and development of our personnel. Trained, competent personnel are essential to the success of the company in the marketplace.
- Periodic review of our internal procedures so as to evaluate their suitability and effectiveness.
- Ensuring our equipment and processes consistently meet established design criteria.
- Operating in an environment of mutual respect, trust, and commitment to quality.
- Actively pursue quality improvements through programs that enable all personnel to do their job right the first time and every time.

## Our Commitment

The management and personnel of Sigma Industrial Service (Pty) Ltd are committed to continuous improvement of our established Quality Management System which provides a framework for measuring and improving our quality performance.



Jack Setlhare Mokalané  
Managing Director