

QUALITY POLICY (IN ACCORDANCE WITH ISO 9001)

CiteCon is committed to understanding, meeting, and, when possible, exceeding our Customer's Requirements through the continuous improvement of our processes. We are dedicated to delivering products and services to the agreed requirement per the details and price.

The Director, Management and Staff are responsible for Quality Control through the Quality Management System seeking improvement by constant review, with suppliers and sub-contractors being encouraged to co-operate. CiteCon is committed to continuously challenging we to improve the quality management system to guarantee product safety, prevent quality incidents and eliminate defects through reviewing quality objectives and results. Furthermore, we aim to:

- Be committed to continuously improving our business practices.
- Using effective communication and consultation to monitor, maintain, and improve our Quality Management System.
- Maintain Productive, Effective and quality work from all our staff.
- Have First Choice Contractor status with our customers by constantly providing a safe and fully compliant product.
- Expect commitment from all our staff and contractors to maintain a strong focus on Customer Service.



Director (sign)

1/7/2024

Date