



MANILOM GLOBAL SOLUTIONS CO. LTD

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Continuous Quality Improvement Policy Statement

Introduction: At MANILOM GLOBAL SOLUTIONS Co. LTD, we are committed to achieving and sustaining the highest levels of quality in our products, services, and processes. This Continuous Quality Improvement Policy outlines our dedication to fostering a culture of excellence, innovation, and continual improvement throughout our organization.

Policy Statement:

- 1. Commitment to Quality:** MANILOM GLOBAL SOLUTIONS Co. LTD is dedicated to delivering products and services that consistently meet or exceed customer expectations. We will establish and maintain a quality management system that aligns with international standards and best practices.
- 2. Customer Focus:** Our organization is customer-centric, and we will actively seek feedback to understand and meet our customers' needs. Customer satisfaction will be a key performance indicator, and we will use this feedback to drive improvements in our products, services, and overall customer experience.
- 3. Process Excellence:** We will continuously evaluate and improve our processes to enhance efficiency and effectiveness. MANILOM GLOBAL SOLUTIONS Co. LTD will adopt best practices, leverage technology, and implement process innovations to streamline operations and deliver value to our customers.
- 4. Employee Involvement:** Continuous quality improvement is a collective effort. We encourage active participation and engagement from all employees in identifying opportunities for improvement. Our employees are empowered to contribute their insights, suggestions, and expertise to drive positive change.
- 5. Training and Development:** To support continuous quality improvement, we will invest in the training and development of our employees. MANILOM GLOBAL SOLUTIONS Co. LTD will provide ongoing education to enhance the skills and knowledge necessary for achieving and maintaining high-quality standards.
- 6. Data-Driven Decision Making:** We will leverage data analytics and key performance indicators to monitor, measure, and analyze our processes. This data-driven approach will enable us to make informed decisions, identify trends, and proactively address any areas that may benefit from improvement.
- 7. Supplier and Partner Collaboration:** Collaborating with our suppliers and business partners is essential for delivering quality products and services. MANILOM GLOBAL SOLUTIONS Co. LTD will work closely with our suppliers to ensure they meet our quality standards, fostering a mutually beneficial and quality-focused relationship.

“Your needs, Our Expertise, One Company”

8. **Risk Management:** We recognize that identifying and managing risks is crucial to maintaining quality. Our organization will implement a robust risk management process to proactively address potential issues that may impact the quality of our deliverables.
9. **Regulatory Compliance:** We are committed to compliance with relevant quality and regulatory standards. MANILOM GLOBAL SOLUTIONS Co. LTD will stay informed about changes in regulations, update our processes accordingly, and undergo regular audits to ensure compliance with quality standards.
10. **Continuous Review and Improvement:** Continuous quality improvement is an ongoing process. We will regularly review our quality management system, assess our performance, and identify areas for improvement. MANILOM GLOBAL SOLUTIONS Co. LTD will strive for excellence in all aspects of our operations.

This Continuous Quality Improvement Policy reflects MANILOM GLOBAL SOLUTIONS Co. LTD's commitment to delivering exceptional quality and fostering a culture of continuous improvement. We embrace innovation and collaboration to enhance our products, services, and overall business performance.



Ilukor Geresom,
MANAGING DIRECTOR/CEO MANILOM GLOBAL SOLUTIONS CO. LTD

10th January 2024

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URSB: Company Registration number: 80034902628327
URA TIN number: 1040923421