

QUALITY POLICY

UCM IS COMMITTED TO SUPPLY THE BEST QUALITY PRODUCTS AND SERVICES THAT CONSISTENTLY MEET THE DEMANDS AND REQUIREMENTS OF OUR CUSTOMERS, THE ISO 9001 INTERNATIONAL STANDARD AND THE APPLICABLE STATUTORY & REGULATORY REQUIREMENTS.

THIS IS SUPPORTED BY A PROGRESSIVE MANAGEMENT APPROACH THAT ENCOURAGES QUALITY CULTURE THROUGHOUT THE ORGANIZATION AND THE OPERATION OF AN EFFECTIVE MANAGEMENT SYSTEM THAT ADDRESSES ON THE FOLLOWING:

- **QUALITY TO FULFIL CUSTOMER SATISFACTION AND PROVIDING THE MOST EFFICIENT AFTER SALES SERVICE.**
 - **TO INSTILL TOTAL QUALITY CONTROL IN EVERY LEVEL OF MANAGEMENT HIERARCHY.**
- **TO INSPIRE QUALITY CONSCIOUSNESS INTO EVERY INDIVIDUAL EMPLOYEE IN THE ORGANISATION AS OUR STANDARD CONCEPT OF ACHIEVING BETTER WORKING ENVIRONMENT.**
- **TO APPLY QUALITY MANAGEMENT SYSTEM AS THE BASIC PRINCIPLE IN EVERY ASPECT OF OUR BUSINESS ENDEAVOUR.**
 - **TO DEMAND THE SAME TOTAL QUALITY COMMITMENT FROM OUR EXTERNAL PROVIDERS.**
- **TO COMPLY WITH THE LEGAL AND APPLICABLE REQUIREMENT AND CONTINUALLY IMPROVE THE EFFECTIVENESS OF THE QUALITY MANAGEMENT SYSTEM.**