

## QUALITY POLICIES

**ABSOLUTE WATER SOLUTIONS SDN BHD** (AWSA)'s goal is to be the preferred business partner for our customers by providing exceptional product quality and services. AWSA employees demonstrate that quality comes first by continuously increasing knowledge about our customers, business partners, products and processes.

We assure our commitment by:

### Passionate

- Effectively developing all employees' talent and competence
- Continuously improving by using Lean principles and related tools
- Striving to achieve total customer satisfaction

### Accountable

- Tracking by Performance Indicator (KPIs) through internal evaluation and reporting
- Monitoring the voice of the customer and taking appropriate actions where necessary
- Required commitment from the manufacturer, supplier and other partners to apply the same principles
- Using fair trade principles and acting ethically with honesty and integrity

### Prepared

- Established robust processes to continuously deliver products on time, with zero defects.
- Established and continuously improving our quality systems that align with customer requirements along with ISO 9001.
- To adopt ISO 9001 standards with all employees and observe duties furthermore fit supplier and contractors too who we work together we improve in common.

ASWA Quality Management System shall be "hand on", focused and based on the five principles:

- Focus on operational tasks
- Do it right first time
- Assess risks and prioritize resources accordingly
- Knowledge Management is shared and accessible
- Empowered and accountable quality team

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Mr. Khairul Ridhwan  
Chief Executive Officer  
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