



TOMTEC QUALITY POLICY

Quality Policy:

- The TOMTEC Management is committed to always achieve a high level of quality for testing/inspection in order to provide excellent and reliable testing results and services to its Customers.
- To utilize sound and professional practices in all testing and calibration activities.
- To provide proper tools and the necessary management involvement to allow workforce to produce the level of quality which our Customers expect and deserve.
- To provide continuous training and upgrading to enable every staff to be committed and competent in his/her services to the Customers in order to achieve Customer's satisfaction.
- Adequate resources provided and relevant controls are implemented in the quality process to ensure continuous improvement in the management system towards business excellence.

Quality Policy Statement:

- TOMTEC Management is committed to good laboratory practice and to produce proficient and reliable test results.
- The test/inspection services shall be prompt and reliable.
- All TOMTEC personnel shall understand the management system for all operations. All the TOMTEC personnel are required to familiarise themselves to the quality manual and implement the policies and procedures at all times.
- All TOMTEC personnel (Technical, office staff, etc.) shall be trained in both technical and also in the quality procedures.
- TOMTEC Management is committed to comply with the International Standard of ISO/IEC 17025:2005 and will continuously improve the effectiveness of its management system.

Quality Objectives:

- Focus on Customer needs and develop services that meet and exceed their expectations.
- Maintain a formal Quality Management System that meets or exceeds the ISO/IEC 17025:2005 requirements.
- Foster an atmosphere of continuous process improvement and problem prevention.
- Ensure that more than 95% tests are completed within the time period given.
- Ensure Zero misinterpretation during our testing/inspection Services.
- Ensure Complaints received from Customers (including suppliers, staff, etc.) are less than 5 complaints per year.

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