QUALITY MANUAL

1. Introduction

This Quality Manual defines the Quality Management System (QMS) of the company and demonstrates our commitment to delivering services that meet client requirements, contractual obligations, and applicable regulatory standards. The manual provides an overview of how quality is managed, controlled, and continuously improved across all operations.

2. Scope

This Quality Manual applies to all company activities, projects, and personnel involved in providing services to clients. It covers planning, execution, monitoring, and improvement of processes related to service delivery and operational support.

3. Quality Policy and Objectives

The company has established a Quality Policy that reflects its commitment to quality, customer satisfaction, and continuous improvement. Quality objectives are defined by management and are reviewed periodically to ensure alignment with business goals and client expectations.

4. Organizational Structure and Responsibilities

4.1 Management Responsibility

Top management is responsible for:

- Establishing and maintaining the Quality Management System
- Approving quality policies, objectives, and procedures
- Providing necessary resources to ensure effective implementation of the QMS
- Conducting management reviews to evaluate QMS performance

4.2 Employee Responsibilities

All employees are responsible for:

- Complying with applicable procedures and quality requirements
- Performing assigned tasks competently and responsibly

- Reporting non-conformities, risks, and improvement opportunities

5. Document and Record Control

All quality-related documents and records are controlled to ensure accuracy, traceability, and availability. Documents are reviewed, approved, updated, and distributed in a controlled manner. Obsolete documents are promptly removed from use.

6. Operational Control

Operational activities are planned and carried out under controlled conditions to ensure conformity with quality requirements. This includes:

- Clear definition of project requirements
- Assignment of competent personnel
- Monitoring of service delivery
- Coordination with clients and stakeholders

7. Risk Management

A risk-based approach is applied to identify, assess, and manage risks that may affect service quality. Preventive actions are implemented to minimize potential negative impacts and enhance operational reliability.

8. Non-Conformity and Corrective Action

Non-conformities are identified, documented, and addressed in a timely manner. Corrective actions are implemented to eliminate root causes and prevent recurrence. Effectiveness of corrective actions is reviewed.

9. Performance Monitoring and Measurement

Quality performance is monitored through inspections, audits, client feedback, and internal evaluations. Key performance indicators are used to measure effectiveness and identify areas for improvement.

10. Continuous Improvement

The company is committed to continuous improvement of its processes, services, and Quality Management System. Improvement initiatives are based on performance analysis, lessons learned, and client feedback.

11. Management Review

Top management conducts periodic reviews of the Quality Management System to ensure its continued suitability, adequacy, and effectiveness. Review outputs include decisions related to improvement opportunities and resource needs.