



**ASSOCIATED AIR-PAK INDUSTRIES SDN.BHD.**

26441-T



**Extro-Pak Sdn. Bhd.**

14001-U



ISO 9001:2000 & ISO 14001:2004 Certified

## QUALITY POLICY

The **Quality Management System** of the company complies with the requirements of **ISO 9001:2000**. The management and staff shall be fully committed to continually improve the effectiveness of the Quality Management System.

It is our policy that:

1. **We exist for our customer/s** and will identify their needs and aim to satisfy them always. This we shall achieve by a commitment to serve and through close co-operation across a broad front. Our aim is to deliver the most reliable and effective products in the market. Our customers will receive the best available product and service within the industry.
2. **Quality is vital to our business.** To meet the needs of our customer/s, we are committed to produce optimum and consistent quality products and services through a sound quality system. We shall also seek similar quality performance standards from our suppliers and subcontractors, developing with them a mutually beneficial partnership.
3. **People are our greatest asset and strength.** We are committed to providing a working environment in which open discussions, participatory decision making and mutual respect will be encouraged, permitting everyone to realize their full potential through participation, communication and delegation of authority with accountability. Our selection, training, education and development programmes will be designed to encourage leadership qualities for advancement. "Only quality people produce quality products and services. We will have quality people".
4. **Constant effort to improve is essential for our further success.** The management and staff of the company shall constantly work to establish, achieve and improve the Quality Objectives of the company. Through this effort, we shall maintain our competitive advantage and secure the long-term success of the company.

Approved by,

Sivagnana Kumaran  
General Manager  
2<sup>nd</sup> June 2008