

QUALITY POLICY

MANAGEMENT STATEMENT

5.3.1 – QUALITY CONCERNS EVERYONE

All personnel at MQSA, and primarily Management, are responsible for knowing, adopting, and applying the Quality Management System's Policy, Manual and Procedures.

5.3.2 - OBJECTIVES

3.2.1 – ACHIEVE CUSTOMER SATISFACTION

Management considers Quality, together with Cost and Service, as a primary objective in achieving customer satisfaction, as well as the satisfaction of all interested parties. We believe that customers of MQSA, in choosing us, are confident in the reliability of our product and service – from the first contact to the fulfilment of our commitment.

3.2.2. – IMPROVE TO ENSURE THE FUTURE

Ongoing training, motivation, participation, and involvement of the entire team are essential elements in order to adapt to new customer requirements to implement the continuous improvement process, which will help ensure the future of MQSA and its jobs.

3.2.3. – RESOURCES

MQSA provides its managers with the necessary resources to ensure compliance as well as development and implementation of the Quality Management System and its effectiveness.

5.3.3. – Management supports, with its authority, all actions undertaken to ensure that the Quality Director enjoys the necessary independence and guarantees the application of the Quality Management Manual, while also continuously ensuring that it aligns with the intended objectives.

5.3.4 – MQSA Management constantly ensures compliance with applicable legal and regulatory requirement, as well as the effectiveness of the system, which is reviewed annually.

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