



# Quality Policy Statement

**Faik is fully committed to achieve the quality of our products and services through:**

- Efficiently provide services at a quality consistent to ensure customer satisfaction.
- To pursue improvements in methods, standards, tools, etc. by setting, reviewing and communicating Quality Objectives to develop the business and respond to changing market requirements.
- To comply with ISO9001:2015 and pursue continual improvement. Faik is entitled to use Certification Marks in line with their Branding Guidelines; with certificate nu. SCUUK000750Q.
- FAIK was approved as Volkswagen Supplier and has been registered in the D&B database with a Duns Number 954561101. You Can Check FAIK at the Dun & Brad Street at: [www.dnb.com](http://www.dnb.com).
- To ensure that all personnel are aware of their individual roles and responsibilities within the Quality System. Engages everybody's commitment across our complete value chain and at all levels of our organization to build the Faik Quality mind-set.
- The requirements of the company's quality system, in line with 9001:2015 standards are integrated into Faik Management System, which are mandatory, and all company personnel have a responsibility and obligation to it.
- Strives for zero defects and no waste by constantly looking for opportunities to apply our continuous improvement approach to deliver competitive advantage.
- Guarantees product safety and full compliance by respecting our policies, principles and standards with full transparency.

**We remain...**

*FAIK فايق*





## Quality Objectives

**Faik aims to provide a professional and ethical service to our clients. In order to demonstrate our intentions, we have identified the following Quality Objectives and we will endeavor to:**

- Deliver our Products according to national & international specification and provide a high overall performance.
- Customer satisfaction and loyalty.
- Provide a value for money service and product.
- Provide a high quality of service and product to satisfy our clients' requirements and get things right first time.
- Maintain an effectively trained staff and management.
- Make a profitable return on our activities in order to fund ongoing development and growth.
- Improve efficiency through improvements in productivity. Our Management Team will analyze customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met. We will conduct our business in an ethical and professional manner.
- The Partners have the ultimate responsibility for controlling, directing and coordinating all sales and management activities throughout the organization.
- Each Partner and Associate are responsible for the consolidation of the existing business, the development of new business opportunities and for all technical aspects of providing services. A matrix of specialists provide various aspects of specific technical support (such as computing, contract, estimating etc.) to ensure that customer requirements can be met. However should we make a mistake, we will admit it and rectify the situation as quickly as possible.

**We remain...**

*FAIK فايك*

