



# NEXTRADE SAL

## Quality Assurance Policy Quality Control Policy



NEXTRADE is dedicated to a quality policy and procedures that will ensure that its services fully meet the requirements of its customers at all times. The company's staff is committed to the implementation of supporting managerial and business operational systems which help it achieve that goal.

Our company believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality. The quality policy is based on the below four fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.
4. Our policy is to ensure that we always deliver required materials and equipment to our customers free of damage, on time, and strictly in accordance with the required customer's specifications and applicable standards.



Our above commitment is achieved by the following:

- Staff are responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements;
- We ensure the strict implementation of a fully controlled, consistent and effective QA/QC system in the sourcing, receiving, storing and delivering processes to all our customers.
- The quality policy principles and objectives will be communicated and available to staff at all times. We verify that all Nextrade team members are well trained and fully understand the critical and important requirements of the implemented QA/QC program & procedures.
- We maintain a well-structured program that provides full traceability and meaningful documentation of all QA/QC required records.
- We conduct and document detailed inspections throughout the entire process in order to ensure that our set Quality Standards are maintained at all times.
- We define and set high and consistent quality standards and requirements at every stage of the process starting with the receipt of customer's purchase order, specifications review, procurement, receipt, storage, handling, packaging and delivery.
- Set objectives, regularly review performance, specify Key Performance Indicators and recognize excellence.
- We conduct & document frequent audits to ensure the effectiveness of our QA/QC program.
- We conduct periodic reviews of our QA/QC program and look for continuous improvement opportunities to be implemented in order to always improve product and service quality.
- We conduct customer surveys and request their suggestions, comments or any complaints in order to evaluate our performance, customer satisfaction and to make the necessary changes and improvements whenever required.