

ENTRUSTY GROUP OF COMPANIES

Title : QUALITY MANUAL

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Appendix C

Entrusty Group Statement on Quality Policy

Entrusty Group, Is a multi-disciplinary group of companies providing consultancy, management, advisory and recruitment services, committed to the following Quality Policy:-

- Focus and ensure that the business, project and quality requirements of our clients are met and continually improved.
- Delivery of consistent value added services using quality system and management, achieved through professionalism, integrity, training, teamwork and communication;
- Continually improve the quality management system towards better efficiency and effectiveness of the Group's operations
- Continually improve knowledge, skills and competency of our personnel
- Conform, maintain and improve our quality management system in compliance with International Standards.

Reviewed / Approved by



MD

29/12/17
Date:

Entrusty Group Quality Objectives

Management

- To instil confidence in Clients in order to secure jobs in future by :
 - Guiding all personnel in handling questions raised by the Clients by having discussion in the office/technical meetings & post-project reviews
 - Guiding all personnel to ensure they understand and meet client project requirements, work well with people, display good technical expertise, meet time-lines / schedules and give quality service and deliverables
- by achieving at least "Good" rating.
- To enhance the capability to compete fairly with other organisations by achieving success rate of at least 2 out 5 proposals issued.

Business Units

- To ensure timely delivery of services and to meet at least a "Good" rating;
- To ensure all clients' feedback are addressed, followed-up and action taken;
- To excel in the provision of our services by ensuring the average feedbacks from Clients are at least a 'Good" rating.

Administration

- To ensure the performance of sub-contractors/suppliers achieve an average of at least a "Good" rating;
- To ensure all office equipment and facilities are properly maintained and serviced regularly, including attending to any required repairs promptly;
- To ensure adequate stock of office stationery and peripherals;
- To ensure prompt delivery and collection of documents and letters.

Human Resource

- To ensure employees meet their KPI requirements.
- To ensure improvement of employees' satisfactory performance; at least a "Good" rating.
- To ensure employees are properly trained and kept abreast with recent information and technologies; at least 12 sessions/hours per year.

Reviewed / Approved by

Managing Director

29/12/17

Date:

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Departments and Business Units : Quality Objectives

Quality

- To ensure the issues/problems are resolved through Monthly Staff/Technical meetings and Management Reviews;
- To ensure the quality management system documents are keep current and updated.

Reviewed / Approved by

MD



29/12/17
Date