



Member of AxFlow Group  	<b>Doc Type:</b>	<b>AQS Liquid Transfer Quality Policy</b>				
	<b>Doc Ref No:</b>	Q/QUALITY POLICY/M02/16				
	<b>Rev No:</b>	001	<b>Date:</b>	8 Dec 16	<b>Page:</b>	Page 1 of 2

## Quality Policy

AQS Liquid Transfer (Pty) Ltd hereinafter referred to as AQS, is **selling pumps and related products** through a **network of partners** by providing them with **high quality products** and **superior customer service**.

### MANAGEMENT COMMITMENT TO QUALITY

The top management of AQS shall ensure that the quality policy

- is appropriate to the purpose of the organization,
- includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system,
- provides a framework for establishing and reviewing quality objectives,
- is communicated and understood within the organization, and
- is reviewed for continuing suitability.”

**Quality** will be our first priority at all times and we shall consider the **level and type of improvement** needed for the organization to be successful, the **expected degree of customer satisfaction, the development of people, the needs and expectations of other interested parties, the resources needed** to go beyond ISO 9001 standards and potential contributions of suppliers and partners.

### QUALITY ATTITUDE



As a team we are **totally committed** to ensure that we sell products of the highest quality in order to gain and keep loyal and happy customers.

### VISION, MISSION FOR QUALITY

Our vision, mission and objectives enable us to **continually improve** our complete business thereby rendering a high quality **service to customers** and all related parties. It therefore ensures that we grow our business by reflecting a service of **superior quality**. By adhering to our vision, mission and objectives we will confirm our attitude of **continuous improving** the way we work, the **safety** of our **work environment** and the **trust** of our customers. Key operational processes will also be identified and the links between these processes in order to function effectively.

### QUALITY OBJECTIVES

Our quality objectives enable us to continually sell **equipment of the highest standard**, in the **right quantities**, at the **most competitive price**, at the **right time and place** according to customer specification. Working towards attaining these objectives will lead to **customer satisfaction, higher performance of staff, continual improvement** and better **efficiency** throughout.

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### CONTINUAL IMPROVEMENT

The total commitment of AQS will be towards **continually improving** our business and business processes in order to render a **better and higher quality service** thereby strengthening and extending our business at large.

### CUSTOMER SATISFACTION

At AQS we strive to achieve the highest degree of **customer satisfaction** by:

- Knowing our **customer needs** through **constant cooperation, involvement** and **sound communication**.
- Understanding the **requirements of our jobs** and the **system** supporting us through **education** and **training**.
- Making **continuous improvements** through **team participation** and **daily analysis** and **measurement of processes** and **policies**.
- Remembering that the customer is king! And those customers are our reason for existence.
- **Aligning** all our internal activities in order to have happy staff that will serve customers well.

### RESOURCES

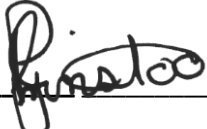
At AQS we shall endeavour to provide **resources** in order to build a **quality management system** and by doing so, improving our business on a continuous basis. Care will be taken to **continually** improve the competency, training and awareness of our personnel, supplying the infrastructure necessary for achieving effective and efficient products realization, creating a work environment conducive for **motivation, satisfaction** and **performance** and supply the financial resources in order to continually improve.

### STATUTORY AND REGULATORY REQUIREMENTS

AQS will meet the statutory and regulatory requirements that apply to products, processes and activities in order to comply with the standards required by the industries we are working with.

### GENERAL

This policy was endorsed by the Director Mining of AQS LT (PTY), LTD on this 12th day of March 2012 at Montana, Pretoria and will be communicated throughout the organization and to all interested parties. It will be reviewed once a year to ensure the future success of AQS Liquid Transfer PTY (Ltd).

Approved by Managing Director:  Date:      January 2017