

# PIMMAG QUALITY POLICY



**'Quality is Our Priority in OSR Service and Training in achieving Total Customer Satisfaction'**  
To achieve this, we are committed;

1. Assure quality , beginning from the source till conclusion.
2. On call 24- hour 7 day basis to respond to members ' call-outs.
3. Ensure customers satisfaction by providing excellent quality services in the most timely and efficient manner.
4. To satisfy and comply with ISO 9001; 2015 standard and all applicable requirement s imposed by relevant interested parties
5. Continually Improve the Quality Management System, OSR Service and Training by adopting International OSR Standards.

Relevant objectives and targets are established and documented which will than be communicated to all employees and available to relevant interested parties as appropriate. Result shall be reviewed in the various management meetings.

