



Heat Master International W.L.L

QUALITY POLICY

ISO 9001:2015

Heat Master International W.L.L (HMI) is committed to providing our customers with high quality products and services for demanding applications that are delivered on time and provide real value.

HMI is dedicated to this quality policy that will ensure all services fully meet the requirements of our customers always. Our goal is to achieve a high level of customer satisfaction. We are committed to comply with all regulatory bodies, and to maximize the effectiveness of our business.

Our Aim is to provide services to our customers & interested parties with level of Quality, Commitment, and time oriented, as per their requirements and expectations. We are committed to implement a continually improved quality management system.

We aim to achieve that by:

- Building customer relations through each employee's skill, courtesy, and warmth.
- Engaging and empowering employees by continual training and development programs.
- Verifying and updating both existing and new programs and treatments to exceed expectations of our clients.
- Identifying, evaluating, and defying the controls of our internal and external issues.
- Continually add quality to our services by defining Targets & Goals.
- Monitoring the defined Quality Targets & Goals for their achievement.
- By using competent resources and improving organizational knowledge.
- Conducting Internal Quality Audits and Management Reviews for an ongoing Evaluation and improvement of our Quality System.

Communicating the quality policy within the Employees and Management for ensuring Suitability and Sustainability of the Program and Periodically reviewed by the top Management.

Dated: 11th Mar 2024

**Director
Heat Master International W.L.L**