



# Quality Management Policy

7/28/23

## QUALITY MANAGEMENT POLICY

LUXCHEM is an established chemical manufacturing company that is committed to producing high-quality products that meet or exceed customer expectations, while also ensuring that all business operations are conducted in a safe, ethical, and sustainable manner. We have established a comprehensive Quality Management System (QMS) that is based on the principles of ISO 9001:2015 which includes the following:

1. **Customer focus:** The principle of customer focus highlights the importance of organizations understanding their customers' needs and expectations and making efforts to meet or exceed them. Our company is committed to achieving this by conducting comprehensive research to identify customer requirements and expectations. We prioritize the monitoring of customer satisfaction through various feedback channels to ensure that our products and services meet the highest standards. Our focus on continuous improvement enables us to adapt and enhance our products and services to better meet customer needs and expectations. We believe that prioritizing customer focus is a fundamental aspect of our business and strive to uphold this principle in all aspects of our operations.
2. **Leadership:** The principle of leadership underscores the critical role of leaders at all levels of an organization in establishing a clear vision and direction for the organization. Our company recognizes the importance of creating a work environment that fosters collaboration and encourages employees to contribute their skills and expertise towards achieving our organizational objectives. We place great emphasis on the effective allocation of resources to ensure that our Quality Management System (QMS) is implemented and maintained to the highest standards. Our leadership team is committed to upholding these principles, and we believe that effective leadership is essential to achieving our goals as a company.
3. **Engagement of people:** Engagement of people is a principle that underscores the importance of involving employees at all levels in planning, executing, and enhancing organizational processes. This necessitates providing employees with the necessary training and resources to contribute to the quality management system of the organization, while also encouraging them to share their insights and feedback to improve processes.
4. **Process approach:** We follow the principle of the process approach which emphasizes the importance of identifying, understanding, and managing all of our organizational processes as an interconnected system to achieve our objectives. We conduct a comprehensive review of all internal processes and their interactions to effectively achieve our goals. We also implement a system for continuous monitoring and measuring of processes to identify areas for improvement and implement necessary changes to improve our overall performance.
5. **Improvement:** We emphasize the importance of continuous improvement in our organization by implementing effective quality management systems and processes. We set objectives and targets for improvement, monitor performance, and take corrective action when necessary to ensure that our processes are consistently meeting or exceeding our standards. Additionally, we actively seek feedback from our customers and employees to identify areas for improvement and implement best practices from other organizations to continuously enhance our performance.

6. **Evidence-based decision making:** We follow the principle of evidence-based decision making, which highlights the importance of using data and analysis to make informed decisions. We recognize the value of collecting and analyzing data to identify trends, measure performance, and assess the effectiveness of our processes. By relying on evidence rather than assumptions and guesswork, we can make better decisions about how to continuously improve and enhance our operations.
7. **Relationship management:** We recognize the importance of relationship management as a principle that emphasizes the need to maintain positive relationships with suppliers and other stakeholders to achieve mutual benefits. This involves identifying and managing relationships with suppliers and other stakeholders, monitoring their performance, and collaborating with them to improve processes and achieve common goals. We strive to build and maintain strong relationships with all stakeholders by effective communication, managing expectations, and promoting a culture of collaboration.

We regularly review and update our Quality Management Policy and our QMS to ensure that they remain relevant and effective in achieving our quality objectives. We communicate our Quality Management Policy and our commitment to quality excellence to all our employees, stakeholders, and customers.

By implementing this Quality Management Policy, we aim to achieve outstanding quality in the chemical manufacturing industry, and to continue to provide our customers with high-quality products and services that meet their needs and expectations.

## Policy Review

This Policy is reviewed and approved by the Board of Directors of Luxchem Corporation Berhad on 27/07/2023.

This policy will be reviewed annually to ensure that it remains relevant and effective.