



QUALITY POLICY

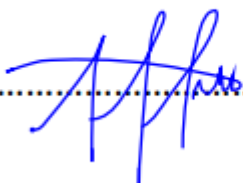
Inter Q&A Services Lda (IQAS) is a company focused on providing Quality Control services that will achieve or exceed our customers' expectations towards a total **Customer Satisfaction** experience.

To achieve this goal IQAS:

1. Will commit to an implementation of a strong Quality Management System in compliance to the requirements of ISO 9001-2015.
2. Will apply Risk based management and process focus with inclusion of all relevant interested parties.
3. Will foster a strong and speedy rotation of the PDCA cycle supporting **Continuous Improvement** (apply consistently the 5 principles of Kaizen: know your customer, free flow of processes, go to the spot, empower people, be transparent)
4. Will nurture **Total Participation**, innovation, and youthful spirit as IQAS foundation



IQAS CEO (COO):



GENILSON DOS SANTOS



Quality Objectives Links:

1." achieve or exceed our customers' expectations" – reporting speed and accuracy, no errors

2." total **Customer Satisfaction** experience" – customer survey satisfaction level scores

3. "implementation of a strong Quality Management System in compliance to the requirements of ISO 9001-2015." – successful certification

"Empower people, be transparent" – introduction of Code of Conduct

4." Risk based management and process focus with inclusion of all relevant interested parties." – risks identification and process flow for all procedures and processes

5. "a strong and speedy rotation of the PDCA cycle supporting **Continuous Improvement**" – introduction and management of standardized themes

6." **Total Participation**, innovation, and youthful spirit" – weekly team meetings, job progression chart, personal development plans

Revision	Content	Date
1	Initial establishment	14/05/2024
2	Added the name of the COO on the signoff area, added the linking of the quality objectives to the Policy wording	12/06/2024