



**DUOPHARMA**  
**DUOPHARMA BIOTECH BERHAD**

## **QUALITY POLICY**

Duopharma Biotech Berhad Group of Companies are committed to Total Quality Management. We aim to achieve Total Customer Satisfaction and to be recognized as a preferred supplier of innovative and quality products and services that are sustainably and continues to meet our customers' evolving needs, whilst meeting all regulatory requirements.

We will achieve this by:-

- Understanding and fulfilling our customers' precise requirements.
- Providing high standard of service to internal and external customers and teamwork will be the essence of our success.
- Adopting the concept of prevention, by Doing It Right First Time, Every Time.
- Continual improvement of our processes, products and services.
- Continually engaging and delighting our customers and stakeholders' expectations.
- Ensuring that our suppliers are similarly committed to quality improvements.
- Nurturing a culture of excellence, resourcefulness and innovation.

**Leonard Ariff Bin Abdul Shatar**

Group Managing Director

Duopharma Biotech Berhad

Endorsed on: **30 MAY 2025**