



**DUOPHARMA**

**DUOPHARMA (M) SENDIRIAN BERHAD**

## **QUALITY POLICY**

Duopharma (M) Sendirian Berhad is 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 consistently 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.
- Believing in adopting the concept of prevention, by Doing It Right First Time, Every Time.
- Continuously improving our processes, products and services.
- Continuously engaging and delighting our customers and stakeholders.
- Ensuring that our suppliers are similarly committed to quality improvements.
- Nurturing a culture of excellence, resourcefulness and innovation.

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**Leonard Ariff Bin Abdul Shatar**

Group Managing Director

Duopharma Biotech Berhad

Endorsed on: 20 Apr 2021