



## DUOPHARMA MANUFACTURING (BANGI) SDN BHD

### QUALITY POLICY

Duopharma Manufacturing (Bangi) Sdn Bhd 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.
- Continual improvement of our processes, products and services.
- Continually 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.

**LEONARD ARIFF ABD SHATAR**

Group Managing Director

Duopharma Manufacturing (Bangi) Sdn Bhd

Endorsed:

05 FEB 2020