



MITSUMI-SOKO (M) SDN BHD **MITSUMI-SOKO AGENCIES (M) SDN BHD**

C O M P A N Y

QUALITY POLICY

**“TO PROVIDE EXCELLENT LOGISTIC SERVICES
TO BEST SERVE THE NEEDS OF OUR CUSTOMERS”**

**TOGETHER WE AS EMPLOYEES OF
MITSUMI-SOKO (M) SDN BHD
ARE COMMITTED AND DEDICATED
TO GIVE YOU OUR BEST**

WE ARE COMMITTED:-

- 1) TO PROVIDE EFFICIENT AND RELIABLE SERVICES
- 2) TO BE SENSITIVE TO OUR CUSTOMERS' NEEDS
- 3) TO STRIVE FOR CONTINUOUS IMPROVEMENT
- 4) TO COMMIT & COMPLY WITH ISO 9001:2015 THROUGH CONTINUAL IMPROVEMENT OF THE EFFECTIVENESS OF THE QUALITY MANAGEMENT SYSTEM
- 5) TO ESTABLISH & REVIEW MEASURABLE QUALITY OBJECTIVES AT RELEVANT FUNCTIONS & LEVELS
- 6) TO ENSURE THE QUALITY POLICY IS COMMUNICATED AND UNDERSTOOD BY ALL EMPLOYEES
- 7) TO REVIEW THE QUALITY POLICY & QUALITY OBJECTIVES FOR CONTINUING SUITABILITY THROUGH MANAGEMENT REVIEW MEETINGS PERIODICALLY
- 8) TO SERVE RELEVANT STAKEHOLDERS AND INTERESTED PARTIES, AS APPROPRIATE.
- 9) TO IDENTIFY AND ADDRESS THE RISK ASSOCIATED WITH OUR ORGANIZATION AND MEET THE NECESSARY STATUTORY AND REGULATORY REQUIREMENTS.

APPROVED BY:

Managing Director
(1st January 2022)