









# Quality Policy

**MAPEI Malaysia Sdn. Bhd.** aims to offer complete product lines in the construction chemicals industry and achieve market leading position through continual improvement in the satisfaction of our customers and other stakeholders. This is in line with the strategy of our parent company.

To achieve this goal, **MAPEI Malaysia Sdn. Bhd.** is committed to continually improving our Quality Management System and ensuring conformity to ISO 9001 standard requirements. We will do so in accordance with the strategic direction and principles outlined below:



-  To identify customer requirements and industry trends in order to develop services and innovative products that meet their current needs and anticipated future requirements.
-  To create and maintain a “winning team spirit” with all employees collectively working towards achieving customer satisfaction and company objectives.
-  To satisfy the expectations of both internal and external interested parties through effective and efficient management of activities and resources.
-  To make decisions based on reliable and accurate information and data.
-  To establish sustainable and mutually beneficial relationships with key suppliers.
-  To be aware and respectful of current legislation on protection of the environment and on the health and safety requirements of all functions connected with the company’s activities.
-  To embrace the values of dedication, innovation and mutual respect.
-  To communicate with transparency.