

QUALITY POLICY

At Innovative Group of Companies, we are committed to delivering quality automation solutions and services that consistently meet or exceed customer expectations. Our dedication to quality is ingrained in our organizational culture, and we continuously strive for excellence in everything we do.

CUSTOMERS

We recognize that our **customers** are the driving force behind our success, so we will:

- Exceed customer expectations by delivering cutting-edge automation systems and services tailored precisely to meet and surpass their unique requirements.
- Seek feedback from customers and use it to improve our processes
- Continuously nurture a customer-centric culture within organization



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INNOVATIVE AUTOMATION ROBOTAPE MECSMART

LEADERSHIP

Our **leadership** team is committed to:

- Setting clear quality objectives and goals.
- Providing the necessary resources to support the quality management system
- Leading by example and fostering a culture of quality and continuous improvement

EMPLOYEES

Our **employees** are our most valuable assets. We will

- Empower and involve employees at all levels in quality initiatives
- Provide training and development opportunities to enhance their skills

PROCESSES

Well-defined **processes** are essential for delivering quality automation solutions and services. We will:

- Establish and maintain effective processes
- Continuously improve our processes to enhance efficiency and quality

CONTINUAL IMPROVEMENT

Continual **improvement** is at the core of our QMS. We are committed to:

- Identifying opportunities for quality improvement and acting on them
- Using internal and external feedback to drive innovation and enhance quality

DECISION MAKING

We rely on **data** and **evidence** to make informed quality decisions. We will:

- Ensure that decisions are based on reliable and relevant information
- Encourage a culture of data-driven decision-making throughout the organization

SUPPLIERS

We understand the importance of relationships with **suppliers** and partners. We will:

- Collaborate closely with suppliers to ensure the quality of inputs and materials
- Monitor and assess the performance of our relationships to drive improvement

At Innovative Group of Companies, quality is not just a goal; it's a way of life. We are dedicated to upholding quality principles in every aspect of our operations. This commitment ensures that our customers receive the highest level of satisfaction and that we continue to evolve and excel in the competitive marketplace.