

Quality

Effective Date: 01/06/2024

Revision No.: 01

Purpose

This policy establishes standards and guidelines for consistently delivering high-quality products and services, ensuring customer satisfaction, and driving continuous improvement across all organizational processes.

Scope

This policy applies to all Newinds Corp. operations, activities, products, and services, encompassing the establishment of quality standards, customer satisfaction, and continuous improvement across all processes.

Policy Statement

Newinds Corp., a Vietnam-based company providing custom fabricated metal solutions and value-added services, is committed to the health and safety of its employees. We offer a full range of services, from prototype to customized production, specializing in structural steel, metal parts, steel sheds, buildings, metal sheets, stainless steel fabrication, and related value-added services. We not only cater to large industrial and commercial projects, but also handle smaller, custom orders. Our skilled team delivers customized metal solutions complying with AS/NZS, USA, and EU standards.

Quality Principles

Newinds Corp. is dedicated to meeting and exceeding customer expectations through the following principles:

1. **Customer Focus:** Consistently provide products and services that meet or exceed customer requirements regarding on-time delivery, process, and service quality.
2. **Continuous Improvement:** Promote a culture of continuous improvement in all activities related to our Integrated Management System (IMS).
3. **Compliance:** Comply with all applicable legislation, regulations, standards, statutory requirements, and codes of practice.
4. **Risk Management:** Identify and evaluate risks that may affect product or service quality and implement appropriate mitigation strategies.
5. **Integrated Management System:** Maintain and continually improve an effective IMS to ensure customer and company needs, objectives, and expectations, including fitness for use, consistency, and dependability, are achieved.
6. **Employee Responsibility:** Ensure all employees understand, implement, and maintain relevant rules, codes, standards, quality system policies, procedures, work instructions, and practices in their respective roles.
7. **Opportunity Management:** Address risks and opportunities that can affect product and service conformity to meet or exceed customer expectations.

Responsibilities

All Newinds Corp. employees are responsible for adhering to the Quality Policy and related procedures. Management and supervisory staff are responsible for ensuring this policy is understood, implemented, and maintained at all levels of the company

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Implementation and Review

This Quality Policy will be prominently displayed and communicated to all employees. It will be reviewed and updated periodically to ensure its effectiveness and alignment with business objectives and evolving best practices. Newinds Corp. will ensure continual improvement of the IMS by addressing risks and opportunities that can affect the conformity of products and services.

NEWINDS CORPORATION