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QUALITY POLICY

Vusubheki Management Services is committed to delivering reliable, consistent and customer-focused services within the scope of our Quality Management System:

“Storing and issuing of electronic security spares/items, installation, maintenance and support of electronic security systems at client sites.”

We establish, implement, maintain and continually improve our Quality Management System to ensure that our processes consistently deliver services that meet customer requirements, applicable statutory and regulatory requirements, contractual obligations and other applicable requirements.

Our Quality Management System forms an integral part of our business planning, operational activities, decision-making, performance evaluation and continual improvement.

As Top Management, we are committed to:

- Understanding and responding to customer and interested-party requirements relevant to our services, while maintaining focus on customer satisfaction and the consistent delivery of value;
- Maintaining effective controls over the receiving, identification, storage, preservation, traceability and issuing of electronic security spares/items to ensure that materials remain suitable and available for their intended use;
- Providing installation, maintenance and support services in a consistent and controlled manner, in accordance with agreed customer requirements, applicable specifications, approved processes, work instructions and contractual requirements;
- Providing the necessary resources, infrastructure, technology and competent personnel required to establish, implement and maintain effective processes and achieve intended quality outcomes;
- Promoting a culture of quality, accountability, integrity and ethical behaviour, where employees understand their responsibilities, take ownership of the quality of their work and contribute to achieving the organisation's objectives;
- Identifying and appropriately managing risks and opportunities that may affect the conformity of our services, operational performance, customer satisfaction and the achievement of intended Quality Management System outcomes;
- Ensuring that changes affecting our processes, services, resources, customers or operational environment are appropriately evaluated and managed to maintain the effectiveness and integrity of the Quality Management System;
- Establishing, monitoring and reviewing measurable quality objectives and relevant performance indicators that support our strategic direction and provide evidence of the effectiveness of our processes;
- Monitoring customer satisfaction, service performance, process performance and relevant quality trends to identify areas requiring correction, improvement or further development;
- Encouraging employees to identify and report nonconformities, risks, customer concerns and opportunities for improvement without fear of blame, so that issues can be addressed at their source;
- Addressing nonconformities through appropriate correction, root-cause analysis and corrective action, with the effectiveness of actions being evaluated to prevent recurrence;
- Maintaining compliance with applicable statutory, regulatory and other requirements relevant to our operations, services and contractual commitments; and

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- Continually improving the suitability, adequacy and effectiveness of the Quality Management System, its processes and the quality of services provided to our customers.

Top Management provides the leadership, commitment and resources necessary to achieve this Quality Policy and to ensure that quality is integrated into the way Vusubheki Management Services plans, operates, evaluates performance and makes decisions.

This Quality Policy provides the framework for establishing and reviewing quality objectives and shall be **communicated, understood, implemented and maintained at all relevant levels of the organisation**. It shall be made available to relevant interested parties and reviewed periodically to ensure its continued suitability, alignment with the organisation's strategic direction and relevance to the scope and context of Vusubheki Management Services.

As Top Management we will ensure the achievement of the above by making it a point that this policy is communicated and well understood throughout the organization as well as be available to relevant interested parties via the Vusubheki Management Services website: <https://vusubheki.co.za/>

Status	Position	Signature
Approval Authority	Managing Member	
Approval By	B Msiza	
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