

	Document #: MEL001	Title: Quality Policy	Print Date:26/07/2024
	Rev #:01	Prepared By: BRITNEY	Date Prepared:24/07/2024
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		Approved By: SIMANGELE	Date Approved: 26/07/2024
	Standards: ISO 9001:2015		

Melusi Manufacturing and Supply (Pty) Ltd is a small enterprise manufacturing and supplying high quality workwear garments to its customers. Senior Management of Melusi Manufacturing and Supply (Pty) Ltd is committed to providing quality work wear products and services that constantly meet the requirements of its customers and any other legal, statutory requirements that may be applicable. Every customer is treated with highest respect and all products and services provided are structured to meet individual and unique customer requirements.

Our quality objectives are developed and structured to support our strategic goals.

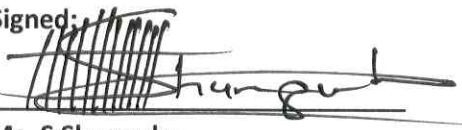
All suppliers of raw materials and services that may have an impact on customer satisfaction are carefully selected. Good mutual relations formed with our suppliers are for the benefit of our customers. Customer satisfaction is measured on an ongoing basis and necessary actions are taken to improve the quality of products and services where required. The Continual Improvement Program is an important part of our quality management system. Achieving the highest levels of customer satisfaction is our ultimate goal in everything we do.

Our mission, as an organization is as follows:

- Building a reputation in the local communities, of being the most preferred, most known, and most reliable and dependable supplier of workwear garments.
- Use of high-quality raw materials to manufacture the end product that will satisfy customers.
- Capitalizing on the skills and experience of our highly trained employees to produce the best, high quality products.
- Being a sustainable business that can create stable job opportunities for the local community.

To demonstrate total commitment to the quality of products and services offered, the Senior Management of Melusi Manufacturing and Supply (Pty) Ltd have decided to comply with the requirements of ISO 9001:2015 Quality Management System standard.

This policy will be communicated to all employees, and will be made available to suppliers, customers, and any other interested parties on request.

Signed: 
Ms. S Shungube
(Chief Executive Officer)

Date: 26/07/2024