

QA/QC POLICY

DECO GROUP OF COMPANIES

DUBAI ENG. FACTORIES EQUIPMENT & MACHINERY SUPPLY TRD. LLC

DOLPHIN EURO ELECTROMECHANICAL CONTRACTING LLC

Dubai Engineering Factories Equipment & Machinery Supply Trd. LLC and Dolphin Euro Electromechanical Contracting LLC is a part of DECO Group of Companies. DECO is a pioneer and experienced Group specialized in the field of Industrial Projects, Industrial Spare Parts, Electromechanical Contracting, Automatic Control System and Instrumentation. DECO Group offers a complete range of Integrated Control Systems Solutions and Technical Support for the National and International Markets.

QUALITY POLICY STATEMENT:

DECO Group is committed to providing customers with service of the highest possible level of quality. In order to achieve this, we are continually improving processes, products and services, meeting and exceeding customer satisfaction at all times. The implementation of the quality policy is the responsibility of all staff members, with overall responsibility residing with the Executive Management. It is mandatory that all staff recognize and accept our philosophy of quality service delivery, accepting accountability for their own output.

COMMITMENT:

- Fully identify and conform to the needs of our customers, improving customer satisfaction.
- Monitor and review our service provision and processes, identifying potential errors and implementing the necessary actions to eliminate them.
- Provide extensive staff training, promoting a 'do it right first time' attitude towards quality.
- Forge partnerships with our suppliers and major players in the Private and Public sector to ensure optimum business performance. DECO Group also ensures that its suppliers and partners used in the delivery of our services also comply with our quality philosophy and company policies.
- Achieving and maintain a standard of excellence in the operation of our business.
- Maintaining our reputation for honesty and integrity and ensuring that this is reflected throughout the organization.
- Providing sufficient resources and equipment to ensure that we can operate to the documented management system. The management system is based on the principles of ISO 9001:2015, the International Standard for Quality Management System.
- Ensure that the Quality Management System provides a framework for the management and control of its activities pertaining Quality, Environment and Health & Safety. It also assists in establishing and reviewing strategic objectives for DECO Group.
- Ensuring that all company policies and procedures have the Full support of Executive Management.
- Continuous monitoring and review of Quality Policy, ensuring that it remains relevant and effective to the changing needs of our customers.
- Continuous appraisal of our business processes & operations to ensure the Quality of service we provide fully and consistently meets our customers' expectations, and, all current and impending legislative requirements. DECO Group is committed to fully satisfy applicable legal and regulatory requirements on its products and services.
- The effectiveness of our quality system is monitored by planned audits, management reviews and customer satisfaction surveys to ensure quality service delivery.
- Committed to continually improve quality management system.

IMPLEMENTATION:

The Quality Policy statement shall be reviewed annually. Responsibility for compliance of this policy rests with the Executive Management who will monitor the effectiveness of the policy and its associated initiatives. This Quality policy statement shall be displayed prominently and access to Quality procedures will be available on the premises for reference by any employee.


QA/QC Manager


Admin. & Operations Manager


HR Manager

A.B.O.AL AQILI
MANAGING DIRECTOR & CEO

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