



Fricap Security Pvt Ltd

Quality Policy Statement

Fricap Security Private Limited was established to provide an entire range of Low Voltage System to the industry for workplace safety & security.

Quality is important to our business because we value our customers. Thus, we strive to provide our customers with products fit for purpose and comprising components, which meet and even exceed the defined contractual requirements with regard to technical specifications, reliability and quality standards.

We are committed to continuous improvement and have established a Quality Management System which conforms to the requirements of International Standard ISO 9001:2015 and other applicable standards in the course of our operations. Also, it provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement for quality management throughout our business:

- Regular gathering and monitoring of customer feedback.
- A customer complaints procedure.
- Selection and Performance monitoring of suppliers against set criteria.
- Training and Development for our employees.
- Regular Audit of our internal processes.
- All contractual activities are planned, controlled and documented in systematic manner in accordance with the Quality Plan for each project.
- Records will be maintained to substantiate the control applied throughout each operation carried out by the company so as to provide evidence of the quality levels achieved.
- Measurable quality objectives which reflect our business aims.
- Management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

All employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Although the Operations Director has an ultimate responsibility for Quality programme and to maintain and implement all the measures necessary to conform to the relevant standard.

The policy review date is **March 18, 2022**.

Signed: 
(Operations Director)

Date: March 19, 2021