

QUALITY OBJECTIVES FOR 2024-2025

JABAL HEMALAYA FOR INSPECTIONS is dedicated to providing a high quality engineering surveillance service to all of its clients, placing particular emphasis on the competence, experience, expertise, capability and professionalism of both the personnel and service.

Our objective is to provide our service in impartial manner, conforming to the contractual requirements agreed with our Clients and to the controls laid down by Local regulatory bodies including the governing standards, ISO/IEC 17020:2012

In addition to the requirement of ISO/IEC 17020:2012 for quality JABAL HEMALAYA FOR INSPECTIONS shall adopt the QHSE Policy with regards to Health, Safety and Environmental elements.

In order to achieve this objective, it is our policy to develop, implement and maintain an efficient Quality Objectives as listed below:

- Capture 10 new customers & Increase in sales by 5% of fiscal year
- Targeted 70% customer satisfaction
- Conduct 100% Training as per Internal Training Plan
- To Conduct Inspection service with 0 neighbor complaints
- Conformity to Process with 100% compliance of Legal Requirements
- Employee Satisfaction rate with 80%
- Focusing on Continual Improvement with 100% achievement of Internal Audit & Supplier Evaluation
- Focusing on safety of Inspectors with 0 Near miss/Accidents

The effectiveness of this system is monitored continuously through regular Internal Audits and Periodic Reviews.

The Company's Systems are laid down in controlled documentation, which is agreed, understood and implemented at all levels.

Signed by the Managing Director



MUTEB SHAKIR SHADDAD ALMUTAIRI

APP-01 20.09.2024