QUALITY POLICY

In line with our Vision and Mission, Sarawak Metro Sdn Bhd (SMSB) is committed to meet or exceed the Stakeholders' expectations and Customers' satisfaction by embracing best practices in our businesses and operations.

SMSB shall constantly strive to:

1. Implement and maintain an effective Quality Management System in accordance with ISO 9001: 2015.

2. Provide leadership in project management in alignment with the business goals and complying with statutory and regulatory requirements.

3. Establish, implement and achieve the targeted Corporate and Project Quality Objectives at appropriate levels within the Organisation and Projects.

4. Provide capable, trained and competent human resources, adequate infrastructure and conducive work environment to attain conformity to Clients' requirements at all times.

5. Implement risk-based management approach in decision-making to achieve Quality Objectives and conformity in services and products.

6. Improve business performance through continual innovation in systems, processes and services.

This Policy shall be communicated to and understood by all employees and affected parties. Top management shall review the Policy at defined intervals to ensure its effectiveness and relevance.

QUALITY • INNOVATION • EXCELLENCE

TS. MAZLI BIN MUSTAFFA
Chief Executive Officer
Sarawak Metro Sdn Bhd