

 ALPHA POWER ENGINEERING CO., LTD.	Doc. No:	APE-QMS-Policy- 001
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Quality Policy		

At Alpha Power Engineering, quality in everything we do is integral to all our working practices, activities, and services because we value our customers and stakeholders. We strive to provide our customers with products and services which meet and even exceed their expectations. It is critical to the success of our business and our long-term sustainability and profitability.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance. Such initiative is established with the contribution of every employee and feedback from our customers. Maintaining equal and healthy working environment is prioritized providing chances of learning and growing, our employees are treated with dignity and respect.

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

- regular gathering and monitoring of employees/ customers feedback
- a customer complaints procedure
- selection and performance monitoring of dealers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- supportive HR policy with preventive anti-harassment measures
- 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. Internal audit and external audits are planned in a year and audit measures have been reviewed/ revised/ approved as needed.

This policy is shared via email and posted on the Company Notice Board and can also be found in the employee manual. Every employee is responsible for, and will be fully trained to perform the duties required by his or her specific role.

With effective leadership and support, every employee will have a proper understanding of the importance of the Quality System, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Company.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.



Thet San
Managing Director
20th Dec, 2022