

Quality Assurance & Quality Control (QA/QC) Policy

Sama Al Faw Company

Policy Statement

At **Sama Al Faw Company**, our goal is to deliver services and products that meet or exceed the expectations of our clients and stakeholders through a strong commitment to Quality Assurance (QA) and Quality Control (QC). We recognize that consistent quality is essential to client satisfaction, operational excellence, and long-term success.

We are dedicated to maintaining a robust QA/QC management system that complies with ISO 9001:2015 standards and integrates seamlessly with our operational procedures across all projects.

Our Quality Objectives

1. Client Satisfaction

Deliver reliable, efficient, and high-quality services that fulfill client requirements and enhance satisfaction.

2. Compliance with Standards

Adhere strictly to project specifications, contract requirements, industry standards, and applicable regulations.

3. Preventive Quality Assurance

Implement proactive QA practices to prevent errors, non-conformities, and rework.

4. Effective Quality Control

Conduct regular inspections, testing, and verifications to ensure product and service conformity.

5. Continuous Improvement

Use performance data, audits, and feedback to drive continuous improvement in all aspects of our business.

Key Commitments

- Implement and maintain a comprehensive QA/QC system across all departments and project sites.
- Ensure that materials, workmanship, and services meet defined quality standards and contractual obligations.
- Provide training and competency development for staff involved in quality-related activities.
- Maintain traceability and documentation for all QA/QC processes and deliverables.
- Perform regular internal audits, management reviews, and third-party inspections when required.
- Promote a company-wide culture of “Right First Time” and “Zero Defect” in execution.

Roles & Responsibilities

Management

- Establish quality objectives, allocate resources, and ensure full implementation of this QA/QC policy.
- Conduct regular **management reviews** to evaluate system effectiveness.

QA/QC Department

- Develop and enforce QA/QC plans and inspection test plans (ITPs).
- Monitor compliance with project specifications, standards, and regulatory requirements.
- Report non-conformances and ensure timely implementation of corrective actions.

All Employees

- Follow company quality procedures and report any deviations or quality issues.
- Take ownership of their work and strive for continuous improvement.

Application

This QA/QC policy applies to all divisions, departments, and subcontractors working with Sama Al Faw Company across all projects. The policy will be communicated internally and made available to clients and stakeholders upon request.



Approved by:
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