

## Quality Policy Statement

KIMM Global's goal is to be the preferred business partner for our customers by providing exceptional customer services. KIMM employees demonstrate that quality comes first by continuously increasing knowledge about our customers, business partners, products and processes.

Quality is important to our business because we value our clients. It is the policy of KIMM Global to ensure that the highest quality of procurement services is provided to all our clients, and their requirements are determined and satisfied throughout all phases of the procurement process.

KIMM Global is totally committed to the principles and practice of excellence and will conform to the requirements of the ISO 9001:2015. Management and staff are committed to:

- Developing and improving the Quality Management System
- Continually improving the effectiveness of the Quality Management System
- The enhancement of customer satisfaction

### **Management has a continuing commitment to:**

1. Establish the Quality Policy and its objectives.
2. Ensure all resources understand the requirements of this Quality Policy and abide by the contents of the Quality Management System.
3. Ensure the context of the organization is fully reviewed and monitored with regard and impacts it may have on the Quality Management System.
4. Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
5. Ensure the availability of resources and that all staff is given sufficient training and development support.
6. Establish a sound working relationship with the client and committed to supplying them with high-quality products and services that conform to their requirements. Our aim is always to meet or exceed our customers' expectations.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability. Copies of the quality Policy are made available to all members of staff.

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

Signed



Mr Ibrahim Jama  
Manager Director