



QUALITY PRINCIPLES

Quality integral parts of CAS-NET LTD service principles and shall remain the centres of our commitment to ensuring highest levels of customer satisfaction. By maintaining our commitment to quality service delivery, customer focus and excellence in our services, we ensure the sustainability and constant growth of our business.

WE STRIVE TO BE

- Global leader in conformity assessment services by consistently meeting customer needs.
- Be known and recognised for our high level of professionalism, excellence, reliability, and with accuracy and consistency.
- Our management shall provide full support and resources required to maintain and constantly improving our quality management system.

- The understanding that we will never relent on continual quality improvement.

OUR QUALITY OBJECTIVES

- KEEPING our customers FIRST in our business decisions
- BE SENSITIVE AND RESPONSIVE to industry and customer needs and expectations.
- We continually innovate in our quality management systems to achieve the above objectives.
- We continuously challenge ourselves to improve our quality management system by setting and reviewing our objectives, risks, KPIs, results, and customer satisfaction levels.
- Develop and maintain the processes we need to deliver high-quality services
- Continuously measure, maintain and increase CAS-NETs knowledge base through a sustainable process of training and capacity building.
- Respect client confidentiality and individual privacy whilst remaining impartial, and transparent in all other aspects of our work and act with integrity

- Protect CAS-NET brand, intellectual property and our investment in material and human resources.
- CAS-NET acts without financial motivations or interest being the primary reason for our decisions. Conflict of interest is avoided in all CAS-NET business processes.
- Delivering quality and professionalism is an individual and collective responsibility for all CAS-NET team members at every level within our organization including our internal and external staff.
- CAS-NET Management is responsible for ensuring full compliance with CAS-NET policies. It maintains a process of review, monitoring, and evaluation to ensure fulfillment of the requirements of our QMS and applicable international standards.



Helen Chime

Managing Director

This version cancels and replaces all previous Quality policy statements
The English version of this document constitutes the binding version.
Approved on ----- January 2025