

## 0.2 Quality Policy

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Acme Chemicals (Malaysia) Sdn. Bhd is firmly committed to achieve sustainable and profitable growth by providing engineered solutions in the forms of specialty chemicals and their ancillary services that consistently satisfy the requirements and expectations of the customers by continually reviewing and improving the effectiveness of the quality management system.

### 0.2.1 Quality Objectives

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Acme Chemicals (Malaysia) shall ensure;

1. **Sustainable and profitable company growth**  
To achieve positive monthly gross margin.
2. **ISO 9001:2015 compliance**  
To be 100% compliant to the quality management system guidelines and requirement of our business practice.
3. **Continual Improvement for QMS**  
To continually improve the management system through 2 times yearly audits.
4. **Superior customer service**  
To provide excellent customer service by reviewing key customer-related activities monthly.
5. **Sustainable human resource development**  
To continually improve employee competencies by reviewing their personnel training needs two times a year.
6. **Zero Lost Time Injury (LTI)**  
To achieve zero Lost Time Injury (LTI) at work place.
7. **Customer satisfaction and supplier compliance**  
To achieve a minimum of 75% score for customer satisfaction and ensure that all current suppliers obtain similar score on our satisfaction.

It is the responsibility of Managing Director and management representative to ensure that the policy and the objective is understood, implemented and maintained by all employees, and they in turn shall comply with the Quality Policy at all time in the execution of their assigned duties.

## Controlled Document

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