

POLICY STATEMENT

Quality is the foundation of SIRIM and is embedded in our purpose and values. Our SIRIM Quality Policy encompasses the essential elements of our commitment to excellence.

We are committed to satisfying our customers by providing credible, consistent, and efficient operations and professionalism in delivering our products and services. We believe in preserving quality in everything we do and strive to continually improve our processes to benefit our customers, employees and stakeholders.

OBJECTIVES OF THE POLICY:

1. To communicate SIRIM's commitment to delivering products and services that meet or exceed customer expectations;
2. To comply with standards and regulations on quality management; and
3. To foster employee engagement that leads to actively contributing to attaining and upholding high-quality standards in delivering products and services.

SCOPE OF THE POLICY

This policy applies to all activities, functions, products and services of SIRIM.

OUR COMMITMENT:

Customer Satisfaction

We are dedicated to understanding and meeting the needs of our customers. We aim to exceed their expectations by delivering high-quality products and services on time and cost-effectively.

Compliance

We comply with full transparency, all applicable legal requirements, and standards to which SIRIM subscribes for our products and services. Our commitment to compliance is resolute by ensuring the integrity and legality of our operations.

Continual Improvement

We foster a culture of continual improvement in all aspects of our organisation. Through regular assessments and feedback, we identify opportunities for enhancement and implement effective solutions to drive excellence.

Stakeholders Engagement

We empower our stakeholders and encourage them to contribute to the improvement of our processes and the quality of our products and services.

Innovation

We embrace innovation as a means of staying ahead in a dynamic business environment. Our commitment to innovation aligns seamlessly with our dedication to delivering high-quality products and services.

SIRIM reserves the right to review and revise the policy for its continued suitability and when deemed necessary.

By Order of,

A handwritten signature in black ink, appearing to read 'NIK SAZALIBIN NIK HUSSIN'.

NIK SAZALIBIN NIK HUSSIN
Acting President and Group Chief Executive Officer
SIRIM Berhad
01 August 2025