



Kottoor International LLC Quality Policy Statement

2014

Providing necessary resources to support

QUALITY POLICY STATEMENT

Kottoor International specialize in the turnkey interior solutions for fit-out and furnishing of commercial spaces like Hotels, Schools, Shops Retail, Offices Banks and Hospitals. Having a specialized themed for office furniture, Office equipments, flooring and ceiling by utilizing our internal manufacturing facilities to supply materials and products.

- Excellence is achieved by producing a First Class Product for our Clients and stakeholders, understanding their needs and expectations, and satisfying any statutory, regulatory and other requirements in the pursuit of Customer satisfaction.
- In order to achieve this, it is the policy of Kottoor International to establish and maintain an efficient and effective management system which is under periodic review.
- The company shall ensure appropriately trained and competent staffs are employed throughout the group, and that all physical requirements are met to achieve this policy.
- The Company continuously seeks improvement by setting objectives in the form of balanced scorecards which are periodically reviewed by the management to determine their effectiveness.
- The Company develops relationships with its suppliers in order to deliver excellence.

- The Company has a comprehensive HR procedure to ensure the selection of personnel and continual training programs to ensure their effectiveness.
- The Company communicates this policy and management system to its staff and encourages feedback to continually improve the system.

QUALITY MANAGEMENT SYSTEM

The company has established documented, implemented and maintains a quality management system that continually improves its effectiveness in accordance with the requirements of the standard

To comply with the standards requirements, the organization:

- Identified and managed processes / activities necessary for the quality management system and their application throughout the organization.
- Determined the sequence and interaction of the processes/ activities.
- Determined the criteria and methods to ensure effective operation and control of the processes/ activities.

- Ensures availability of resources and information necessary to support the operation and monitoring of processes/ activities.
- Measures, monitors, analyses the process / activities and implements actions necessary to achieve planned results and continual improvement.

Such processes are covered by the management activities (management review and internal audit), provision of resources, product realization and measurement.

Submission of Quality Manual and Project Quality Plan

The Project Manager shall submit a copy of the Quality Manual and a detailed Project Quality Plan in accordance with requirements, to the Client/Consultant before work commences. As a minimum, the issue of the Quality Plan will be sufficient to control all planned activities for the first three months after the Contract Award. The Quality Plan will be Project specific and shall include:

- Statement of quality policy
- The Scope of the Project and principal parties involved
- The Project Organization Chart
- Job Descriptions of key staff at site along with specific allocation of duties and responsibilities
- Project Administration issues which include the Authorized Signatories List, rules for correspondence to/from the Project

Manager, a Schedule of Meetings that will be held by the Project Manager.

- Schedule of Method Statements to be prepared by the Project Manager (when required)
- A list of Inspection and Test Plans to be prepared by the Project Manager (when required)
- A comprehensive list of all the procedures, which shall be applicable to the Project.
- A comprehensive list of all the standard forms and checklists which shall be used for the Project.

Method Statements

Method Statements shall be prepared for activities required as highlighted in the Contract specifications and other key activities as deemed necessary.

The Method Statement Schedule shall be prepared which will list the Method Statements to be produced (including those required of Subcontractors) and dates by which the approved Method Statements are to be distributed.

Method Statements (numbered uniquely and bearing appropriate revision numbers and dates) shall be reviewed by appropriate staff and distributed to concerned departments and relevant subcontractors. Method Statements shall be subjected to review and revision when deemed necessary.