



QUALITY POLICY

It is the policy of **DIMENSION BID (M) SDN. BHD** to deliver services of the highest quality to meet and ensure our clients satisfaction. Employees are our main asset; their dedication and motivation to client service in safe and clean environment are keys to our success. Quality is the base of our competitive advantage.

With client's satisfaction as our primary goal, Dimension Bid is committed to implement Quality Management System (QMS). To accomplish this, we have adopted effective quality principles while promoting continuous improvement as the foundation of our work ethics.

To achieve this, we shall:

- a. Commit to comply with **ISO 9001:2015**.
- b. Plan, monitor and review the quality objective of services and equipment at all stages of operations with a goal to achieving a fully functional and productive performance standard.
- c. Understand and comply with client requirements, delivering services of the highest standard.
- d. It is the responsibility of every individual in the company to apply quality principles to all work processes.
- e. Ensure that staff are equipped with the highest level of necessary skills and training.
- f. Demonstrate commitment to HSE requirement whilst protecting the environment in communities where we work and live.

The company believes in a philosophy of continuous improvement to ensure the effectiveness of our quality system, processes, services, equipment and staff in order to achieve total clients satisfaction.

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Dato' Aziz Ayob

President

Dimension Bid (M) Sdn Bhd

01st Nov. 2018



QUALITY OBJECTIVES

DIMENSION BID (M) SDN BHD has established measurable Quality Objectives in tandem with the Quality Policy. Our primary objective is to be a dynamic integrated solution partner of choice and meeting client satisfaction through:

- To perform operations in the most efficient manner in compliance with our standard requirements:-
 - a. **Hundred percent (100%)** compliance with contract inventory requirements for operation.
 - b. Non Productive Time (NPT not more than **four (4)** hours per package per month or Downtime less than **one percent (1%)** of total operating hours per month (whichever applicable).
 - c. Operational problem or incident shall be reported to base within **an hour**. The full report shall be submitted within **twenty four (24) hours** and client to be duly notified.
Problem or incident investigation shall be completed within **five (5)** working days.
 - d. **Zero (0)** client complaint.
- To maintain **zero (0)** Lost Time Injury (LTI) and Medical Treatment Injury (MTI) / Restricted Work Case (RWC) towards meeting the client health and safety requirements.
- To ensure **hundred percent (100%)** compliance with statutory, regulatory and contractual terms and conditions.
- To achieve and maintain client's satisfaction rate of **eighty percent (80%)** based on the client satisfaction surveys and analysis conducted monthly.
- To engage with client via Service Quality Meeting and/or Contract Performance Review.

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Dato' Aziz Ayob

President

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