



## **PROTEK DEVICES QUALITY POLICY**

The objective of Protek Devices is to supply quality products that meet or exceed the requirements of our customers.

The purpose of this Quality Manual is to implement and continuously maintain our commitment to these objectives through a dynamic Quality Assurance System based on the international ISO 9001:2008 standard.

**We commit to achieve total customer satisfaction through:**

- **Quality**
- **On time delivery**
- **Customer service**

**The effectiveness of our quality policy is ensured through:**

- review and continuous improvement of the quality management system.
- emphasizing preventive actions.
- effective communication with employees and customers.

Quality control is an integral part of Protek Devices' management and production control. Quality control is not a separate element or function; each and every aspect of the company's day-to-day operations shall be conducted in accordance with the quality policies contained in this manual. The Quality Manual is designed to integrate human, technical and material resources in a manner that results in optimum production consistent with the highest possible quality standards.

There are no exceptions to this commitment. Each and every employee, including management, is expected to understand and work towards our quality commitment. Success requires satisfied customers. This Quality Assurance System reflects Protek Devices total commitment to achieving the goal of meeting the needs of our customers efficiently and safely.

The QA manager is responsible for the implementation and ongoing supervision of the procedures contained in this manual. The administrative responsibility complements but in no way reduces or removes the line responsibility of managers, supervisors or employees of their quality control duties. Quality is everyone's business. There are no exceptions. Any problems that cannot be resolved through normal interdepartmental channels are to be immediately referred to me.

Rakesh Kansal  
President