

POLICY

Quality

FARA

We're committed to excellence in delivering top-tier projects that meet the highest standards of quality and cost-effectiveness. Operating under a unified head contract model, our dedicated team ensures remarkable outcomes and utmost client satisfaction across various sectors, including commercial, education, retail, hospitality, research and healthcare.

Our ethos is a relentless focus on customer satisfaction and efficient project delivery, reflected in our integrated management system (IMS). Our aim is to provide customers with technologically innovative, competitively priced, defect-free, and punctual products and services. Our ultimate objective is to design, develop, and deliver solutions that align with our vision of delivering remarkable outcomes and a stress-free project journey.

We aim to achieve this target by:

- Action Conduct an annual review of this policy to ensure its ongoing effectiveness
- Sustain and enhance the quality management system (QMS) in accordance with ISO 9001:2015 standards and regulatory mandates
- Disseminate our Quality Policy and pertinent aspects of our QMS to all employees, contractors, partners, and suppliers
- Delegate responsibilities to personnel and offer requisite training and oversight to ensure proficiency
- Establish mechanisms to monitor, evaluate, and refine service delivery and product development to meet quality benchmarks, and
- Solicit feedback from stakeholders to assess performance and propel continuous enhancement.

Full co-operation from all stakeholders in adhering to this Quality Policy and pertinent aspects of our QMS is crucial for project success. We highly value suggestions and feedback aimed at improving customer satisfaction and overall project outcomes.

The FARA Management team assumes overall responsibility for quality performance, assessed through key indicators such as quality audit scores, client contentment, and project defects. They are entrusted with implementing and upholding quality management systems to the highest standards, ensuring uniformity across projects and subcontractors.

Adequate supervision and training will be provided as necessary to align with FARA's exacting quality standards. The company is unwavering in its dedication to continuously improving the quality management system.



Chris Jones
Director



Warrin Orman
Director