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## Quality Policy

The Management of Vivian Regina is committed to the establishment, implementation, maintenance, review and continual improvement of this ISO 9001:2000 compliant Quality Management System, and to promoting employee understanding of, and commitment to, the system through leadership and communication.

The Quality Management System is designed to ensure that all business processes support the objectives of:

- Satisfying customer requirements
- Continual improvement with main focus on the customer
- Where possible, exceeding customer expectations
- To meet the requirements of the ISO 9001:2000 Quality Management System
- Complying with statutory and regulatory requirements

Management endorse the overall importance of a controlled and up to date Quality Management System relevant to all functions performed by the Company. This is not only to form an integral part of an efficient sales, service and manufacturing operation, but to ensure satisfaction of the different requirements, specifications, expectations and conditions laid down by our customers in the various industries served by Vivian Regina as well as constantly maintaining quality objectives.

Management have a personal commitment to adhere to the requirements as laid down by this Quality Management System and will therefore ensure that all employees of Vivian Regina understand the importance of implementing a complete system covering all aspects of the procedures and the role they play in the Company's strive to satisfying customer requirements.

This policy is to be maintained throughout all levels of the company.

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