



K.A KWANSA COMPANY LIMITED

Quality Policy

The basic orientation of K.A. KWANSA COMPANY LIMITED is to be recognized for quality in providing various service dealer as well as **AUTO PARTS** in the Western and Central Regions of Ghana. in the areas of: **Imports and sales, Services and Deliveries, Vehicle Rental Services and Truck Services.**

This will be achieved through:

- Consideration of context of the organization and aligning the Quality Management System with the strategic direction of K.A. KWANSA COMPANY LIMITED
- Satisfying customer and applicable statutory and regulatory requirements
- Management of organization, along with employee-established quality objectives and defined responsibilities for their fulfillment
- Establishing, applying, maintaining and continual improvement of effectiveness of Quality Management System – ISO 9001:2015
- Continual enhancement of customers' satisfaction
- Tracking and applying new technologies and educating employees
- Careful selection of suppliers
- Commitment to increase quality of product/service in order to exceed customers' expectations
- Making continuous improvement a part of every day and every job
- Ensuring that our Policy and Procedure Manuals reflect what we actually do
- Understanding how our jobs fit into the overall flow of work at K.A. KWANSA COMPANY LIMITED
- Continuously upgrading the Quality Management System in all stages ranging from [order receipt, production, shipment to activities after shipment.

The framework for setting quality objectives is defined in the Quality Manual.

QMS Management Representative is responsible for communicating the Quality Policy to all persons working for or on behalf of the organization and making it available to the public.

Albert Kwaku Kwansa (Mr.)
Chief Executive Officer
February, 2018