



PREDICA TECH SDN. BHD.

INTEGRATED POLICY (QUALITY)

At **Predica Sdn Bhd**, we specialize in **condition-based monitoring**, **asset management solutions**, and **post-mortem analysis** for a wide range of electrical and mechanical equipment. We strive to be a leading service provider in the condition-based monitoring industry.

It is our policy to continually improve the effectiveness of our **Quality Management System (QMS)** with the ultimate goal of achieving **total customer satisfaction**. This is accomplished by identifying, understanding, and responding to the evolving needs and expectations of the industry.

To realize this vision, we are committed to a sustainable and integrated quality approach that includes:

- Continuous development and enhancement of internal expertise and capabilities.
- Strategic and sound business planning.
- Building and maintaining mutually beneficial relationships with our customers and suppliers.

Predica Sdn Bhd is fully committed to maintaining a robust Quality Management System by ensuring:

- The Quality Policy is clearly communicated, understood, and adhered to by all staff.
- Quality Objectives are aligned with company goals and are reviewed annually for relevance and progress.
- Compliance with QMS processes, statutory, regulatory, and customer-specific requirements is consistently maintained.
- Regular reviews of the QMS are conducted to assess its suitability and effectiveness, with improvements made as necessary.

The **Board of Directors** at Predica Sdn Bhd shall review the Quality Policy and its performance at appropriate intervals to ensure its continued relevance and effectiveness. The Board is also committed to providing the necessary resources to support the full implementation of this policy and to drive continuous improvement across all aspects of our operations.