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**QUALITY
MANAGEMENT
SYSTEM POLICY**

MIAHONA is committed to maintain a reputation as one of the leading Operation and Maintenance of Municipal and Industrial Water and Wastewater assets in Kingdom of Saudi Arabia.

- Understanding the customers' needs and providing services which meets their expectation and complying with the relevant national and international standards.
- Meeting the expectations of all its valued Customers by providing best quality of products and services with timely delivery
- Implementing and maintaining the Quality Management System in accordance with ISO 9001: 2015 standard.
- Working towards continual improvement in every business entity of the Company, by improving QMS effectiveness
- Gaining customer confidence with our services through continual technical assistance and improvements.
- Setting objectives and targets at ail functional levels of operation and monitoring the performance while updating these objectives annually.
- Developing the competence of our employees and communicating with them using all relevant languages.
- Continually monitoring and reviewing our Quality Management Policy to ensure that it remains relevant and effective to the changing needs of our customers.
- Document and measure quality objectives and targets through audits, management reviews and customer satisfaction survey to ensure quality service delivery.
- Monitor and review our services provision and processes, identify potential errors and implement necessary actions to eliminate them.
- Encourage every employee constantly aims to improve the over-all quality of company services.