

Integrated Management System

Quality Policy



Zawawi Infrastructure

Zawawi Infrastructure aims to stand out as a reference supplier/contractor of quality products and services within the operational scope of- Design, Production and Supply of Asphalt and Construction of Roads.

OUR AIMS, GOALS & OBJECTIVES

- Ensure a "**Customer First**" policy by understanding our customer needs and offer innovative products and services tailored to meet the needs and expectations of each of our customers.
- Ensure that we never compromise on "Quality", by developing, enforcing and improving quality assurance and quality control processes throughout the chain of production from raw material to finished products.
- Develop a "**Continual Improvement**" ethos at the heart of our business and deliver "Operational Excellence" by pro-active management and ensuring prompt resolutions to non- conformities and to learn to ensure "No Repeats".
- Provide the training and support necessary to enable each employee being skilled & competent to fulfil their role in the delivery of this policy.
- Ensure that the principles and objectives of this policy are communicated throughout the workforce & all interested parties working with or on behalf of the organization.
- Ensure applicable revisions, amends & availability of documented information to all interested parties at all times.
- Deliver continuous improvement through internal and external audits and use these to increase knowledge, share best practice in operations and develop management systems.
- Ensure preventive & planned maintenance and calibration processes for all equipment's, machinery, tools & devices, as appropriate.
- Ensure timely corrections, root cause analysis & corrective actions for detected non-conformities.
- Management will lead by example, take responsibility and enforce accountability to ensure our quality aims and expectations are delivered.
- Implement and Maintain ISO 9001 Quality Management System certification at all operational locations.
- To monitor implementation of the Quality Management System by defining and monitoring key performance indicators and regularly review the actions plans to achieve the agreed targets.

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General Manager
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