

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.

 

Pinaki Saha
General Manager
Zawawi Infrastructure



ZI-IMS-P4-V1- 25/05/2025