

# **DUFERCO STEEL PROCESSING**

## **QUALITY POLICY**

### **MISSION**

Duferco Steel Processing provides quality flat steel products that surpass customer expectations by responsibly adding value to hot rolled coil. Our process involves the pickling, cold rolling, annealing, tempering and galvanizing of steel for use in the general industry in the form of coils, sheets or slit strip. At DSP we recognized effective Quality Management as an essential business governance requirement to ensure customer satisfaction and continual growth and sustainability. Our goal is to produce and deliver:

**PRIME, ON TIME, EVERY TIME**

### **OBJECTIVES**

#### **ENSURING WORLD CLASS QUALITY STANDARDS**

In order to supply our customers, we are committed to effectively manage our production facilities. We are committed to continually improve our Quality Management system and stay up to date with relevant market trends.

#### **COMPLIANCE WITH CUSTOMER AND OTHER REQUIREMENTS**

We are committed to comply with customer and other relevant requirements by continually evaluating our facilities, systems and product performance. We aim to supply products which is not only fit for purpose but preferred as the benchmark.

#### **STAKEHOLDER INVOLVEMENT**

To enhance customer satisfaction, we are committed to improve the skills and knowledge of employees and enable them to contribute to continual improvement. We commit ourselves to mutually beneficial customer and supplier relationships.

### **DECLARATIONS**

We the management and staff of DSP are committed to:

- ❖ Ensure that customer requirements, as well as applicable statutory and regulatory requirements are continually determined, understood and consistently met.
- ❖ Continually improve the quality management system by ensuring that the opportunities and risk that can affect the conformity of our products to requirements are determined and addressed.
- ❖ Enhance customer satisfaction by building mutually beneficial business relationships and effectively deal with suggestions and complaints.

**Ludovico Sanges**

**MANAGING DIRECTOR**

**22 February 2022**

**DATE**