



QUALITY ASSURANCE POLICY

RB SPECTRA SDN BHD is committed to delivering products and services that meet the highest standards of quality. Recognizing that quality is critical to customer satisfaction and operational excellence, we have established comprehensive policies and procedures to ensure continuous improvement, consistency and compliance with industry standards.

OUR GOAL

RBSSB is committed to establish a structured approach to ensuring that all products, services, and processes meet defined quality standards and consistently fulfil customer requirements and regulatory expectations.

OUR SCOPE

This policy applies to all employees and contractors whose conduct, on or off premises, impacts work performance, public trust, or RBSSB's reputation.

POLICY STATEMENT

- i. Adhering to applicable regulatory and legal requirements, including local and international standards to ensure consistent quality in all processes.
- ii. Enhancing all areas of operations, from product design to customer service. Regular reviews, audits, performance measurements, and feedback from customers, employees, and stakeholders are integral to fostering improvement.
- iii. Involving every employee for upholding quality standards through ongoing training, empowering employees to identify quality issues and implement solutions. A culture of innovation, accountability, and ownership of quality is encouraged.
- iv. Emphasizing on the prevention of quality issues through the identification of potential risks and the implementation of proactive measures. Immediate action is taken through root cause analysis and corrective measures to address and prevent the recurrence of quality concerns.

RB SPECTRA SDN BHD expects the full support of this policy by all employees to achieve perfection in delivering our services and goods.

A handwritten signature in black ink, appearing to read "Mohammed Irfan bin Salleh", is positioned above a dotted line.

Mohammed Irfan bin Salleh
Managing Director
Date: 12th January 2025