

QUALITY POLICY

The company has chosen “Alpha” in our name and logo to represent its commitment to becoming “The Best”. That is, to become the first choice amongst our customers, suppliers and employees alike.

AlphaFence therefore strives to set a high standard within the industry, in providing a level of technical expertise, products and services that are second to none.

AlphaFence therefore places the highest importance on the quality of its work, and strives to ensure that all persons who come into contact with the company benefit from the experience. Our goal is to meet our customer’s needs as a minimum and beyond to strive to exceed their expectations.

Staff at all levels within AlphaFence will work together to meet this goal, constantly seeking ways to improve our products and/or services by:

1. Knowing who our Customers are and what they want.
2. Understanding the requirements of our own jobs and the systems that support us.
3. Ensuring that we have relevant and effective company policies and procedures that reflect what we actually do.
4. Ensuring that non-conforming products are identified and do not form part of our finished service, and learning the reasons behind the non-conformities so as to eliminate them in future.
5. Making continuous improvement to our products and services a part of every day and every job.
6. Acknowledging that our customers are “king”, and the reason that we have our jobs, and that the ongoing delivery of quality products and services at a fair market price is how we will keep them.
7. Helping each other to help ourselves working as a united and focussed team.
8. Respect for each other, our costumers, and all who may come into contact with our company.

The MD has responsibility for the implementation, monitoring and review of this policy. This policy will be reviewed annually in May each year and its content disseminated to all our employees.

END OF POLICY