

Quality Policy Statement

Ferro Pipe & Fittings Middle East DMCC (Ferro FPF) is involved in the procurement, stocking and trading of Pipes, Fittings, Flanges and Valves in various steel grades for major industrial project requirements. We are continuously working with highest of professional ethics towards our Customers and Clients so as to provide most efficient solutions in the piping requirements.

We understand the importance of adapting to the standards of an effective Quality Management System (QMS) aligned in accordance to ISO 9001: 2015

Our Management is committed to

- Satisfying applicable requirements by ensuring Customers, Suppliers, Government and other regulatory bodies and their requirements are completely understood with commitment and met satisfyingly.
- Ensure continuous monitoring and improvement of QMS, controlling the effectiveness of Opportunities and Risk and to enhance the satisfaction of Customers, Supplier and other interested parties.

Our Management assure

- Accountable and effective Quality Management system
- QMS will be continuously reviewed and improved for the effective performance of the company and its services to augment the satisfaction level with all parties.
- Promote process approach and risk based thinking
- Sufficient and continuous training, encouragement and development support for all staff and ensure their competency with appropriate work atmosphere and tools.
- Relationship management with all interested parties to ensure a better service.
- Encourage and support all department and managers with leadership skills.

This policy and all applicable QMS documents and procedures are communicated with all staff and other organizations associated on our behalf and shall be communicated with any interested parties as required.

This policy will be reviewed annually and where deemed necessary for improvement shall be amended and re-issued. All previous copies shall be locked and archived for access.

Approved

Dated: 17/05/2024