



**ISO 9001 Policy**

To deliver great training, UT shall focus on the needs of the business with particular reference to consistently meeting and exceeding our customer's requirements and statutory requirements.

The UT Management commits developing and implementing of the Management System and continual improvement of it by establishing each functional level and communication matrix to all employees.

UT has established the four categories of objectives upon:

- Commercial/Customer Satisfaction
- Financial
- Management System
- Human Resources

**UT Shall**

- adopt procedures and disciplines to ensure that the system is effectively implemented and in line with organizational goals and expectations;
- undertake relevant skills training and conduct appropriate training for all employees;
- establish responsibilities and communicate these responsibilities clearly to all employees;
- check the effectiveness and ongoing relevance of the policies and objectives by initiating regular reviews and;
- regularly review the needs and expectations of customers and initiate continual improvement activities to meet their expectations

There shall be a number of KPIs to reflect organization's performance in supporting Policies and objectives. These KPIs shall be collated through a Balanced Score Card and forwarded to UT Management to review the continuing suitability of this Policy and any areas concern.

This ISO 9001 (current revision) Policy is understood, implemented and maintained at all levels of UT.

**Managing Director:**