

KB ASSOCIATES AND SUBSIDIARY COMPANIES **QUALITY POLICY AND OBJECTIVES**

QUALITY POLICY

The Directors and Management of KB Associates Pte Ltd and subsidiary companies, KBA Training Centre Pte Ltd, KBA Marine Services Pte Ltd, KBA Engineering Pte Ltd and KB Access Pte Ltd commit to the following quality policy :-

- Provide the highest quality of Service, Training, Integrity and Professionalism to meet, satisfy and comply with customers / clients and regulatory requirements.
- To achieve and maintain a high standard of quality in all aspects of our operation on the basis of ISO 9001:2008 Quality Standard.
- Keep education and training programs for the employees to stay up dated and competitive with the advancement of technology, International standards and regulations; paramount to the Companies operation and service.
- Measure and improve to continuously satisfy the expectations of our customers and clients in respect of all services offered following structured reviews, planned improvement initiatives and client / customer feedback.
- KB Associates and its Subsidiary Companies shall communicate this Quality Policy, which shall be continuously review for its suitability, and the Quality Objectives throughout the Organisation so that employees at all level can understand and fulfil the commitments made in it.

QUALITY OBJECTIVES

KB Associates Pte Ltd and subsidiary companies, KBA Training Centre Pte Ltd, KBA Marine Services Pte Ltd, KBA Engineering Pte Ltd and KB Access Pte Ltd shall pursue the following Goals and Objectives: -

- Constantly striving to meet and exceed all customer/client expectations and requirement in services and training by achieving 80% and above client / student satisfaction point award.
- Our Quality Management System shall meet ISO 9001:2008 standard requirement
- Provide sufficient and competence resources to ensure efficiency in carrying out all work, project, audit and training courses.
- Commitment to on time delivery performance to customers / clients by providing the best service in the engineering, consultancy and training industries.
- Ensure all operational work delivers to safe work practice, plant and equipment.

KB ASSOCIATES PTE LTD AND SUBSIDIARY COMPANIES

Signed



Date: - 22nd January 2010

Brendan Kearns
Director