



First Resource Company and Verification inspection department is committed to ensure effective implementation of its Quality Policy and continual improvement of its Management system, is establishes Quality Objectives which are measured, analyzed and improved in a regular interval. Quality Objectives includes:

### **Quality of Services:**

- 99% accuracy on issued inspection/test reports.
- 90% hitrate on defined inspection/test turn-around time.

### **Service to Customer:**

- 2 working days response time to Customer inquiries and concerns.
- Meet above 3 rating on Customer satisfaction surveys
- 2 working days resolution of Customer complaints.

### **Commitment to Quality:**

- Continual ISO/IEC 17020 & ISO/IEC 17025 accreditation from **SAAC/EGAC**.
- 10% reduction on Customer complaints, non-conforming work and internal/external audit findings.
- Keep the Confidentiality & Impartiality for Inspection/Testing Service and Decrease the Conflict of Interest.

### **Improvement of resources:**

- Continual upgrade of equipment & facilities align with requirements of the inspection/test methods and customers.
- Ensure optimized operation of its equipment thru effective preventive maintenance & calibration plans (100% based on schedule).
- Continually equipped personnel with necessary competency for carrying out inspection/test thru 90% hitrate on approved Training plan.
- Assure quality of inspection/test results thru participation at Inter-laboratory Comparisons and proficiency Testing programs (hitrate based on plan and zero failure rate for accredited inspections/tests)

Approved for issue by:

CEO

Wasayef Elmayouf

12/01/2025