



Quality Policy

Purpose

The purpose of this policy is to set a framework of our quality promise and commitment to our internal and external stakeholders. It sets the tone of how CT LAB conduct business operations, and where we see ourselves growing towards.

Scope

CT LAB will ensure the delivery of technologically advanced power quality products and systems through meeting the requirements of the ISO 9001 Quality Management System as well as other applicable requirements.

We are committed to our customers, employees and other stakeholders and will continuously review, and act where performance measures have not been met to ensure continual improvement and customer satisfaction.

CT LAB commits to:

1. Employ highly skilled professionals to deliver Power Quality Products and Systems.
2. Grow CT LAB by entering international markets and achieving strategic large sales.
3. Meet market and quality requirements with CT LAB products and be a market leader in power quality

We will achieve this through:

4. Compiling policies, processes and procedure that gives guidance to our staff, but does not hinder work,
5. Maintaining live and accurate registers of business activities that will enable management to review and make effective and efficient decisions,
6. Reviewing non-conformance, risks and opportunities for improvement
7. Engage with our customers, suppliers, and other stakeholders with a focus on long term relationships.

Authorisation

The employee/agent named below decrees that this policy is effective from the signed date. Furthermore, the employee/agent agrees to abide by and enforce the procedures outlined in this policy for the duration of their professional relationship with CT LAB (PTY) LTD.

Chief Operations Officer

15 August 2024

Date