

Quality Policy

1. Quality Policy

The quality policy of DIEM ANALYTICS LTD sets out to demonstrate the Company's professionalism to complete contracts efficiently, on time and on budget to our client's total satisfaction.

The company aims to achieve the highest quality standards and to create a benchmark for the industry. Our intention is to ensure that our clients perceive us as being the best in our field.

This quality policy demonstrates how we will plan, implement, control, monitor, achieve and improve, (Plan, Do, Check and Act) these standards by our values, vision, purpose, and quality objectives.

2. Quality Objectives

The following are our quality objectives:

1. Establishing customer satisfaction by achieving a customer service average score of 8/10.
2. Response rate of at least 66% from our customer satisfaction survey sent out to projects within the year
3. Providing commitment and leadership from the directors and management
4. Conducting regular internal quality audits
5. Apply non-conformance and operating an environment of continuous improvement
6. Ensuring that all employees are provided with adequate training, information, and instruction to competently carry out their work activities
7. Conducting regular management reviews with Management meetings every 6 months
8. Analysis and evaluation: risk and opportunities
9. Performance of external providers
10. Continuously monitoring the Improvement of the quality management system
11. Have we gained follow-on work? The number of times?

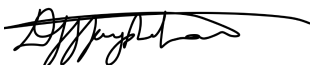
3. Declaration

All employees are aware of our commitment to quality and are responsible for the standard of their workmanship which is checked against the quality management system.

We require the full co-operation and support of all our employees, and of the employees of other specialist sub-contractors in adopting our commitment to the DIEM ANALYTICS LIMITED quality, safety, health, security and environmental standards and procedures.

This policy statement and the quality management system will be under constant review, changes will be made as required in a controlled manner.

Signed for DIEM ANALYTICS LTD



Dr Darrell J J Jaya-Ratnam, Director

12/09/2024