



QUALITY MANUAL

COMPANY QUALITY POLICY

Our aims are to become the leader in professional desulphurizing nozzles manufacturing industry in Asia and to be trusted supplier in the global market, as well as to be treated as the company to work in partnership with different stakeholders to generate the mutual benefits.

Our corporate mission: Creditable Service and Excelsior Quality. Unswervingly pursue the best quality standards, continuous technological innovation, and high customer satisfaction. We are committed to achieve the aims by the corporate culture of excelsior quality. It focuses on the continuous improvement with the operation of the quality management system which has exceeded the requirements of ISO 9001: 2008. We also ensure the company-wide commitment to the principles in the following:

PRODUCT QUALITY

The products with best performance will be offered. they show the most cost-effective choice for the customers. the high quality and competitive price of products could be only achieved by the high level quality processes. They convey the good performance of our efforts. It will be also the operation with the careful plan and management which will be reached.

CUSTOMER SERVICE

We will offer the solutions of total Reaction-bonded silicon carbide (RBSiC/SiSiC) which emphasize the “added value”, depending on comprehensive design and technical-support service. We will ensure the effective comprehension of the customers’ needs so as to provide the most effective and appropriate advice and products. we will provide the timely delivery with the short period while adopting the lean management techniques in order to minimize the lead-times in the process.

EMPLOYEE DEVELOPMENT

We will nurture the professional, and sophisticated workforce. Each one will be able to take the responsibilities and challenges to be part of the best team in the world. we will provide the regular training programs to the employees in order to improve their working ability. With this team, we can ensure the productive performance with the high quality products.

The requirements in the policy could be achieved by the set of the quality objectives. It will be defined and checked regularly by the senior management in the company. the Quality Manual makes the description of procedures and systems in the application so as to realize the objectives.

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