

# QUALITY POLICY

In line with its corporate objectives, Perbadanan Bekalan Air Pulau Pinang Sdn. Bhd. (PBAPP) is fully committed towards continual improvement as it strives to provide high quality services and products that will satisfy customers and other interested parties.

Accordingly, PBAPP will:

- Regularly review its business operations by carrying out appropriate business risk assessment for setting measurable Quality Objectives, which comply with good corporate governance and corporate social responsibilities, emphasis on measurable key performance and results;
- Comply with all related legislative and legal standards, requirements and laws set by the Malaysian Government;
- Continually improve and update its Quality Management System which is based on ISO 9001:2015 standard;
- Sustain a corporate culture driven by continual improvement by promoting and encouraging innovation, teamwork, diligence and creativity, as well as a proactive approach to water supply services;
- Provide the best possible training opportunities to encourage its employees to continuously upgrade their competency levels, knowledge and skills;
- Uphold its reputation as a model water supply organisation in Malaysia; and
- Ensure that all its personnel are fully committed towards promoting and implementing this quality management policy in all aspects of its operations and services.

