

- Sales and marketing quality:

Should be prepared booklet of new products. Brochures and price list sent to our customers according to customer's request offer, order confirmation and invoice should contain all the data for a clear description of the product. all questions must be answered as soon as possible and have a feedback .

- Production Quality

Planning must be based on customer orders confirmed delivery dates.

- Delivery Quality

Means of transport and method must be confirmed with customers ,if price predicted a deviation from the agreed, advised the client immediately.

- Quality Complaints

All complaints must be continually and systematically recorded for raising awareness of

compliance requirements and to discourage future complaints, all complaints must be treated quickly.

- Personnel Quality

All employees must be familiar with their own responsibility and competence.

All employees should be encouraged and motivated to always keep order and systematic within his remit.

All employees should be encouraged to inform management of relevant courses that will benefit in their daily work. This information should be included in the annual assessment, designate policies that align with the immediate interests of employees to motivate their work enthusiasm and ensure employees stable income