



**MANUAL
ISSUANCE NO. 2**

ISO 9001:2015

QUALITY MANUAL

Section 5.0

LEADERSHIP

Subsection: 5.1

LEADERSHIP COMMITMENT

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5

I. POLICY

CORPORATE GUARANTEE (CG) Management shall communicate to all personnel the importance of meeting customer expectations as well as statutory and regulatory requirements. This shall be carried out through a once a month meeting (i.e. Mancom Meeting) conducted by the Chief Operating Officer with the Department and Unit Heads where all issues and concerns are discussed. Action plans are formulated to prevent a recurrence of the service failures or related incidents and a follow-up on the implementation is monitored.

Corporate Guarantee Management shall ensure that the Quality Policy and Quality Objectives are established, implemented and maintained.

Corporate Guarantee Management shall ensure that Management Reviews are conducted twice a year.

Corporate Guarantee Management shall ensure the availability of required resources essential to the maintenance of the Quality System while working towards the achievement of the quality objectives.

II. APPLICATION

CG's Management Team

III. REFERENCES

Quality Policy
Overall Quality Objectives
Department Quality Objectives
Minutes of the Meeting

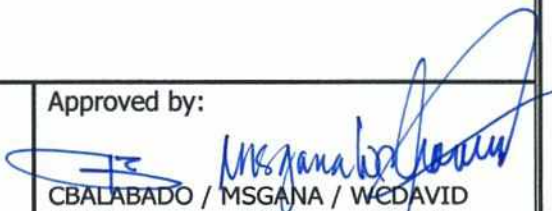
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