

# TOTAL CUSTOMER SATISFACTION

LUFTER provides Cleanroom Design, Construction, Commissioning and Validation (DCCV) services for Pharmaceutical, Life-science, Healthcare, Food and Beverage and other relevant industries is committed to **Total Customer Satisfaction**

## This Shall mean



To use the disciplines of ISO 9001 in developing and maintaining the processes needed to meet customers' requirements with on-time completion and quality service delivery



To establish and review quality objectives through internal audits, corrective actions and management review



To comply to applicable regulatory and customer requirements for our activities, products and services



To continually improve the effectiveness of the Quality Management System

LUFTER shall display this policy, ensuring the message is communicated to everyone within the organization. In addition, all employees shall understand their contribution towards the achievement of this policy to meet ISO 9001 requirement.

This Policy shall be reviewed annually to continually improve the effectiveness of the QMS to meet customers' requirement in terms of delivery and quality.

**Simon Loh Chi Yin**  
Managing Director  
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