




**Synerlitz (Malaysia) Sdn. Bhd.**

## **QUALITY OBJECTIVES**

- Completion within contract schedule or customer's schedule.
- Each Project must not receive more than 10 official written complaints from customer during construction period.
- Defects during warranty period are to be closed out within agreed time frame with customer.
- Project/Equipment – Target of 30% sales from total quotation per year.
- Repeated sales order - minimum 2 customers per year
- Referral sales order– minimum 2 sales quotations per year
- To ensure timely purchasing of material requisition
- To ensure timely delivery of material requested
- To ensure goods received at right quality
- Provide Training –minimum 16 hours for relevant staffs per year.
- Not more than 2 non-conformity report during each internal quality audits
- Customer survey performance rating must not be less than 60%.
- Compliance with statutory and regulatory requirements is measured by zero actions that lead to violations or findings from regulatory inspections.

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**FAdm (R) Ir. Abdul Rashid Bin Hussain**  
**Managing Director**  
**Synerlitz (Malaysia) Sdn. Bhd.**

Date: 08<sup>th</sup> September 2020