



QUALITY ASSURANCE POLICY

1. Purpose

The purpose of this Quality Assurance Policy is to establish MALYK LTD's commitment to delivering high-quality products that meet or exceed our customers' expectations. This policy outlines the principles and practices we follow to ensure the consistent quality of our fashion products.

2. Scope

This policy applies to all employees, contractors, and third parties involved in the design, production, and distribution of MALYK LTD's fashion products.

3. Quality Principles

MALYK LTD is dedicated to maintaining the highest standards of quality through the following principles:

1. **Customer Focus:**
 - Understanding and meeting the needs and expectations of our customers.
 - Gathering and using customer feedback to improve our products and services.
2. **Leadership:**
 - Providing clear direction and support to ensure quality objectives are understood and met.
3. **Engagement of People:**
 - Ensuring all employees are trained and competent in their roles.
4. **Process Approach:**
 - Managing activities and resources as processes to achieve desired results efficiently.
 - Continually improving processes to enhance product quality.
5. **Improvement:**
 - Committing to continual improvement of our products, services, and quality management system.
 - Setting and reviewing quality objectives regularly.
6. **Evidence-Based Decision Making:**
 - Monitoring and measuring key performance indicators to drive quality improvements.
7. **Relationship Management:**
 - Ensuring suppliers and partners meet our quality standards.

4. Quality Objectives

To achieve our quality principles, MALYK LTD has set the following objectives:

- Ensure 100% compliance with customer specifications and requirements.
- Achieve a customer satisfaction rate of at least 95%.
- Reduce product defects and returns by 10% annually.
- Conduct regular quality audits and reviews to identify areas for improvement.

5. Quality Management System

MALYK LTD maintains a Quality Management System (QMS) that complies with relevant standards and regulations. The QMS includes procedures for:

- Design and development of products.
- Supplier selection and evaluation.
- Production and quality control.
- Customer service and feedback management.
- Continuous improvement and corrective actions.

6. Roles and Responsibilities

- **Management:** Provide leadership and resources to support the implementation of this policy.
- **Quality Assurance Team:** Oversee the QMS and ensure compliance with quality standards.
- **Employees:** Follow quality procedures and participate in training and improvement activities.

7. Monitoring and Measurement

Regular reviews and audits are conducted to ensure ongoing compliance and improvement.

8. Communication

This Quality Policy is communicated to all employees and made available to stakeholders. Employees are trained on the importance of quality and their role in achieving quality objectives.

9. Policy Review

This policy will be reviewed annually and updated as necessary to ensure continued relevance and effectiveness in maintaining high quality standards.

Imran, Founder
MALYK LTD

Date: 1st July 2024