



ICS CERTIFICATION (M) SDN. BHD.

## QUALITY OBJECTIVES

1. To ensure optimum customer satisfaction with the target to achieve minimum 90% internal & external customer satisfaction.
2. To ensure that all ICS auditors are well trained, experienced & competent.
3. To ensure that all our trainers are well trained, experienced & competent.
4. To ensure zero customer complaints.
5. To ensure an annual improvement of about 20% in our market share.



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## QUALITY POLICY

As an *ISO Certification Body*, ICS aspires to be a global player in the arena of accrediting prospective organizations to Quality, Environmental, Safety & Energy Management Standards, such as ISO 9001, ISO 14001, ISO 18001, ISO 27001, ISO 22000 and HACCP. This will be achieved through meticulous audits conducted by our certified auditors.

Besides, as a *Certified Training Provider*, ICS also envisions to be a global player in providing customized and up to date training programs to individual organizations, which will enhance the skills, knowledge & capability of their employees and enable them to meet the targets & business goals of their respective organization.