

Quality is an integral part of CoreQuality CB and shall remain the centre of our commitment to ensuring the highest levels of customer satisfaction. By maintaining our commitment to quality service delivery, customer focus, and excellence in our services, we ensure the sustainability and constant growth of our business.

#### **WE STRIVE TO:**

- Be global leaders in providing conformity assessment services, by consistently meeting the needs of our customers.
- Be known and recognized for our high level of professionalism, excellence, reliability, accuracy, and consistency.
- Ensure that our management provides full support and resources necessary to maintain and continually improve our quality management system.
- Sustain our efforts to continuously improve the quality of our services.

#### **OUR QUALITY OBJECTIVES**

- KEEPING our customers FIRST in our business decisions.
- BE SENSITIVE AND RESPONSIVE to industry and customer needs and expectations.
- We continually innovate in our quality management systems to achieve the above objectives.
- We continuously challenge ourselves to improve our quality management system by setting and reviewing our objectives, risks, KPIs, results, and customer satisfaction levels.
- Develop and maintain the processes we need to deliver high-quality services.
- Continuously measure, maintain, and increase CoreQuality knowledge base through a sustainable process of training and capacity building.
- Respect client confidentiality and individual privacy whilst remaining impartial, and transparent in all other aspects of our work and act with integrity.
- Protect the CoreQuality brand, intellectual property, and our investment in material and human resources.
  
- Core Quality acts without financial motivations or interest being the primary reason for our decisions. Conflict of interest is avoided in all CoreQuality business processes.
- Delivering quality and professionalism is an individual and collective responsibility for all CoreQuality team members at every level within our organization including our internal and external staff.
- CoreQuality's Management is responsible for ensuring full compliance with Core Quality's policies and maintains a process of review, monitoring, and evaluation to ensure the fulfilment of the requirements of our QMS and applicable international standards.

**OBIOMA ONWUKWE**

*Chief Executive Officer*