	INTEGRATED MANAGEMENT SYSTEM	Document No : POL-HRM-11
	POLICY	Revision No : 03
	TITLE: QUALITY MANAGEMENT SYSTEM POLICY	Review Date : 11/01/2025
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1.0 Policy Statement

As part of its commitment to excellence, Dutch-Bangla Pack Ltd. (DBPL) implements and maintains a robust Quality Management System (QMS) aligned with the requirements of ISO 9001:2015. DBPL is dedicated to consistently delivering products and services that meet or exceed customer expectations, ensuring continuous improvement, and fostering a culture of quality across all organizational levels.

1.1 Objectives



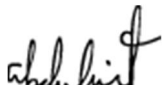
The Quality Policy aims to:


1. Establish and maintain a certified ISO 9001:2015 Quality Management System.
2. Enhance product and process quality through innovation, learning, and continuous improvement programs.
3. Deliver products and services on time, meeting customer specifications and exceeding expectations.
4. Optimize operational efficiency by minimizing waste and inefficiencies in the production process.
5. Ensure compliance with all applicable laws, regulations, and buyer requirements in every region of operation.

1.2 Commitments

DBPL commits to:

1. Quality Excellence:
 - o Maximize product and process quality to ensure customer satisfaction and increase market share.
 - o Cultivate a proactive managerial culture that incorporates feedback and promotes innovation.
2. Timely Delivery:
 - o Minimize production lead times to meet customer deadlines without compromising quality.
3. Supplier Collaboration:
 - o Maintain strict quality control in raw material procurement, ensuring all inputs meet certification and inspection standards.
4. Employee Engagement and Training:
 - o Conduct regular training programs to enhance employee skills and awareness of their role in maintaining quality.
 - o Promote a sense of personal responsibility for quality among all employees.
5. Customer Focus:




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- Understand customer requirements comprehensively to deliver products that meet or exceed their expectations.

1.3 Implementation and Oversight

- DBPL will implement appropriate quality control procedures and conduct periodic reviews to assess adherence to the Quality Policy.
- A Management Representative, supported by a Deputy Management Representative, will oversee the implementation and effectiveness of the Quality Management System.
- The Quality Policy will be communicated across all organizational levels to promote a shared commitment to quality excellence.

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