

JOSBIN TRADING N.V. QUALITY POLICY

Conforms to ISO 9001:2015

Revision History and Approval

Rev.	Nature of changes	Author	Approval	Date
v1.1	Original release.	S. Sjiew-Oe-Joen	Dave Chehin	21-02-2018
v1.2	Minor changes.	S. Sjiew-Oe-Joen	Dave Chehin	08-04-2018

Quality Policy focal points

Josbin Trading N.V. (Josbin) strives to be the best provider of document printing and management services in Suriname, but not limited to the border, by focusing on providing innovative technological business solutions. Through the implementation, maintenance and improvement of quality management according to ISO 9001:2015, customers satisfaction targets shall be exceeded.

Senior Management Team has developed the following Quality Policy which governs day-to-day operations to ensure quality. The Quality Policy is communicated and implemented throughout the organization.

The definition of our quality policy is driven by the following precepts & activities:

Client focus: Josbin is committed to building sustainable symbiotic relations with current and future customers through translating their needs in suitable, highly dependable total business solutions, which exceed their expectations.

Leadership: management is committed to abide all relevant legislation and contractual agreements as well as maintaining and improving the business model and a fully people involved safe, healthy & ecologically aware working environment for achieving the objectives.

Engagement of people: continually investing in most important resource to maintain and improve the professional highly certified workforce.

Process approach: the dedication to achieve objectives more efficiently and continual improvement is accomplished more efficient when complying to the quality management system ISO 9001:2015 to define and guide activities and resources as processes.

Improvement: there's a commitment to achieving continual improvement across the whole spectrum of our quality management system upon refined indicators, best practices and customer surveys.

Evidence-based decision making: commitment to making decisions relating to our quality system following an analysis of relevant data and information.

Quality Policy simplified

To assure everyone within Josbin understands the quality policy and knows their responsibilities, the Quality Policy has been somewhat simplified.

Josbin strives to be the best provider of document printing and management solutions in Suriname, but not limited to the border. Through the implementation, maintenance and improvement of quality management according to ISO 9001:2015, customers satisfaction targets shall be exceeded.

The definition of our quality policy is driven by the following principles & activities:

Client focus:

Josbin discusses the service to deliver to the client thoroughly with them, so both can benefit in short and long term, so they remain a client for as long as possible.

Josbin Trading also wants to keep surprising the clients with doing more for them than they expect.

Leadership:

All managers are dedicated to abiding all relevant legislation and contractual agreements as well as maintaining and keep improving the business model and the environment:

- Contractual agreements – abide to and deliver all regulatory and contractual obligations of current law and to customers.
- Safety - zero incidents or accidents by continuous focus, recognizing threats and preventing them.
- Health - stimulating a healthy lifestyle and working space to reduce sick leave or chronic issues like RSI by ergonomically designed workplaces.
- Ecological awareness - using as much sustainable products as possible, promoting clients to do so, recycling and reducing waste, minimizing energy consumption & paper waste.

Engagement of people:

Employees are the most valuable resource of Josbin Trading and they will maintain a development plan which they will be stimulated to keep pursuing for updated skills, career growth and beyond.

Thus maintaining a highly professional workforce.

Process approach:

Management will provide, guide and see to that all activities are defined by processes and that they are documented in accordance with ISO 9001:2015 criteria.

All activities shall belong to a process and processes are properly allocated to a role and roles assigned and or distributed to an employee or more.

These processes are managed in the Quality Management System and updated when needed so quality improvement will be achieved continually.

Improvement:

A continuous evolving world requires continuous adaptation to the market and to customer needs and thus the processes within Josbin Trading producing those need: further and new trainings, upgraded and new software and machines.

This continuous adaptation is achieved by measuring the performance of all processes and activities of Josbin Trading with performance indicators to work towards goals, work according to best practices, successful experiments and customer surveys.

Evidence-based decision making:

Committed to making decisions based on weighing off arguments and studying facts & figures, which the Quality System produces.