

Company Quality Policy Statement

T – Teamwork
R – Right First Time
O – On Time Delivery
X – eXcellent Service

TROX Malaysia Sdn Bhd is committed to maintain and implement a Quality Management System certified to ISO 9001 : 2015 / DIN EN ISO 9001 : 2015 / MS ISO 9001 : 2015 for manufacturing heating, ventilating and air conditioning equipment and components and MED 96/98/EC Module D Requirements.

It is the established policy of TROX Malaysia Sdn. Bhd. to provide products and services which meet customer requirements, are competitively priced, are delivered on time and are fit for their intended purpose.

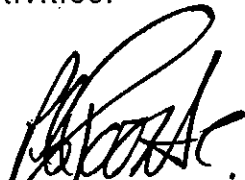
This means that everything we do must be right first time, knowing that this will ensure customer satisfaction and confidence, and maximise our growth, profitability and security.

Quality plays a major role in achieving these objectives, and every operational area of the company is expected to adhere to company standards, procedures and specifications.

The company recognises the vital importance of meeting or exceeding Customer expectations, and will respond promptly, courteously and efficiently to Customers at all times.



The company will determine and meet all statutory and regulatory requirements.

TROX Quality Management System are reviewed periodically as part of an ongoing strategy of continuous improvement. All employees are encouraged to participate in quality and process improvement activities.



Pieter Jooste
President & CEO
TROX Asia Pacific Organization

11 January 2018



Henry Chin
Manufacturing Director
TROX Malaysia Sdn. Bhd.

11 January 2018