

## VISION

Our vision is to be a one stop shop service provider for our current clients and for our future clients as well within the Kingdom of Saudi Arabia and also within the GCC.

Utilizing the latest technology and our multi-national and multi skilled workforce, our philosophy is to “Get It Right First Time”. Our aim is to serve our customers to ensure the least disruption to their business activities by delivering a quality service at a reasonable price.

We review and improve our service to our customers on a regular basis to ensure that all orders are processed within our facility within the timescales and cost that has been agreed with our customers. We listen to our customer’s needs and requirements and plan accordingly.

## QUALITY POLICY

It is the policy of **Techno Serve** to achieve the highest degree of quality in the manufacture of products, equipment, and the provision of services, and to continually improve performance, safety, and reliability to ensure that the specified service continually meets and exceeds the customer’s requirements.

To achieve this objective **Technical Services For Industries Saudi Arabia Ltd. (Techno Serve)** shall:

- Is appropriate to TECHNOSERVE and support its strategic direction.
- Maintain an effective and efficient Quality Management System based on the requirements of ISO 9001:2015, API Specification Q1 (10<sup>th</sup> Edition), applicable national and international standards, API & Premium product specifications and comply with all statutory and regulatory requirements which shall be monitored and continually improved for effectiveness where required.
- Identify and determine all potential risks that can undermine the Quality of Products and Services rendered to customers for all QMS processes and apply adequate mitigation and contingency measures to ensure customer satisfaction at all times.
- Define and implement Quality Objectives that are both achievable and measurable. These objectives shall be documented and shall be reviewed, assessed, and published at regular defined intervals. The Quality Management System shall provide the framework for these reviews and assessments.
- Review the Company Quality Policy for continuing suitability at regular intervals and any changes made shall be understood, implemented, and maintained at all levels of the organisation.
- Do not accept deviations from this policy or wasted resources in any part or aspect of the organization.
- Provide adequate resources and training to ensure the development of our employees at all levels within the organization.
- Strive to apply all efforts with customer focus and strive to continually improve satisfaction from all stake holders including our valued customers.

The Quality Policy shall be implemented by the use of the Quality Manual, Procedures and Work Instructions.

All equipment used in the provision of the service shall be maintained such that they do not compromise the Company’s Quality Policy. Top Management is committed to provide the required resources to fully implement the Company’s Quality Policy.

All Company employees are directed to comply with the Quality Management System as appropriate to their work activities.

The Management Representative has both the authority and the responsibility to ensure that this policy is understood, implemented, and maintained throughout the Company.

**Reviewed by**



**S. N Srinivasan**  
QA/QC Manager

**Approved by**



**Mohammed Al Hudaib**  
General Manager

**Date: 11<sup>th</sup> November 2025**