

Quality Policy

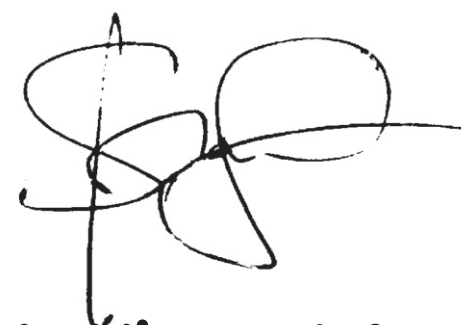
Synergy Professionals is fully committed to our quality policy which is in place to ensure our services fully meet the requirements of our customers at all times. The ultimate responsibility for quality management and continual improvement rests with the Leadership of SPG to successfully drive our Quality Management System (QMS) toward improving customer satisfaction.

In this respect, we hereby confirm our commitment to our QMS through:

- Active Involvement and accountability of Leadership.
- Aligning quality with wider business strategies to enhance and monitor performance.
- Promote the Process Approach throughout our organization.
- Enhancing Customer Satisfaction by identifying risks and opportunities (Risk-based thinking).
- Make commitment to Customer Satisfaction and improvement; key elements in the decision to implement a QMS.
- Setting Measurable Quality Objectives.
- Supporting all personnel to achieve quality in their own spheres of activities.
- Ensuring that the quality policy management principles is effectively communicated and be made available to staff at all times with training being an integral part of this strategy. The Policy shall be available to client and other interested parties.

- Complying with applicable legal & other requirements related to Quality.
- Delivering quality service and high standards that meets customer requirements and specifications in our field of operations, ensuring that all customer concerns are addressed with service delivery on time and scheduled within the allowed cost parameters.
- Conduct management reviews on internal issues, customer feedback and complaints for continual improvement.
- Commitment of the company to comply with requirements of the ISO 9001:2015 and to improve the effectiveness of the QMS.
- Improve on our commitment to deliver to our customers on time
- To ensure successful implementation of this policy and give staff the understanding to own their specific responsibilities and ensuring the right procedures are followed to meet this requirement.

The Leadership hereby also confirms the support for the policies and procedures set out in the documentation of the quality management system, and urges all employees to conform to their contents.



Mr. Vincent Amedodzi
Managing Director

DATE: August 2020