

 <b>KOON SENG SDN BHD &amp; KSG MEDICARE SDN. BHD</b>	Doc. No: KS-QM Rev: AO
<b>QUALITY MANUAL</b> App. 4. QUALITY POLICY AND OBJECTIVES	Eff. Date: 20/03/2025 Page 1 of 1

## QUALITY POLICY

We provide products of the highest quality to achieve total customer satisfaction through continual improvement in quality management system and committed to **maintain the QMS effectiveness and** comply with applicable regulatory requirements, ISO13485, customer requirements, and QMS requirements.

## QUALITY OBJECTIVES

1. *Passing rate for barrier level at AQL 1.5 and above*

*For NR (Latex) Product (Exclude KSG)*

- *Minimum 91%*

*For NBR (Nitrile) Product (Apply to Medical Grade Only)*

- *Minimum 85%*

2. *Maximum 5 customer complaints per annum.*

3. *To achieve Customer Satisfaction at least meeting a minimum average 85% of the satisfactory survey.*

4. *100% compliance to applicable regulatory requirements.*

Approved By:



-----  
Yeo Kheong Soon  
Managing Director

**KOON SENG**

Since 1987

Date Reviewed: 17.03.2026