



B.T. FORWARDING SDN BHD

QUALITY POLICY

B.T. Forwarding Sdn Bhd is striving to be a leading solutions provider in the transportation and logistics industry.

To accomplish this, **B. T. Forwarding Sdn Bhd** shall;

- **Communicate** this policy to ensure employees and interested parties have a shared understanding and commitment to these principles.
- **Consider and integrate** the needs and expectations of our customers, interested parties and employees into our business processes.
- **Continually** improve the effectiveness of our management system and the quality of our activities and services.
- **Take appropriate action** to identify, investigate, report, and resolve all non-conformances and take action to prevent recurrence.
- **Regularly review** the management system to ensure its relevance and contribution to the efficient operation of our organization
- **Fulfil** applicable legal and other requirements.

To achieve the above, we shall:

- **Participate** in improvement programs, training activities and promote awareness of the importance of compliance and involvement.
- **Accountable** for maintaining the quality of our work activities and processes
- **Set** improvement measures, appraise, and report performance on a regular basis
- **Monitoring** customer satisfaction and taking appropriate action when necessary
- **Effectively** developing employees' talents and competence

Mr Tan Chin Wan
Managing Director

Appendix 4

Revision No. 01

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