


<p>Quality Assurance Procedures ISO 9001</p>	
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<p>Professional control entity: Quality Assurance</p>	<p>Edition: 02 Updated: 10/12/17</p>

## Quality Policy

Telemenia has built its reputation by implementing high-quality projects, in tight schedules and at competitive prices while providing a dedicated and personal service to its customers in over 50 years of activity in the field of power stations and generators worldwide. This reputation is the foundation of the company's competitiveness and business development. The company places special emphasis on fair service and high quality of its products. Telemenia's employees and its managers are committed to maintain the company's quality policy.

Telemenia's quality policy is driven by the following principles:

- Compliance with customer expectations and providing courteous customer service to achieve a high level of satisfaction.
- Adjustment of the company's products to meet the standards and regulations required in each site and each country.
- Implementation of the quality management system according to international ISO 9001 standard for quality management.
- Training employees and ensuring the availability of resources necessary for a quality management of projects with an optimal control of schedules, budget and quality of workmanship.
- Maintaining control of service delivery and quality of products.
- Aiming at constantly improving professional and managerial competences.
- Commitment of managers and employees to teamwork and fruitful cooperation with customers and suppliers.
- Commitment to the following quality objectives:
  1. Aiming for a minimum of failures in planning, procurement and implementation on site.
  2. Compliance with project timetable as defined by our customers.
  3. Immediate resolution and handling of customer complaints.

Avner Kurz  
CEO