Pledge to Quality

REFRALINE
Group of Companies

as a member of

The South African Quality Institute

REF003
Membership Number

PLATINUM
Membership Category

undertake to uphold the principles of Quality in the following ways:

Core Values of Quality

Trust:
Engender trust and the values of Quality.

Honesty:
To be honest and transparent.

Respect:
To respect the dignity and diversity of all individuals.

Empowerment:
Empower individuals and organisations to improve their Quality.

Competitiveness:
Promote competitiveness as a key ingredient of success.

Good Ethics:
Promote, practice and advance good ethics at work and in family life.

Approach to Quality

Customer Satisfaction
Acknowledge that customers and their needs are the reason for business.

Continuous Improvement of Products and Services
Continuous improvement is fundamental to growth and survival.

Respect for the Environment
Respect the environment and treat it responsibly.

Foster South African Trade
Always expect high quality as consumers and/or suppliers of goods and services.

Improving the Quality of Life
We strive to improve the Quality of life in the workplace, in our own families, society in general and especially in the communities we serve.

Be Role Models for Quality
Be a role model of Quality in all we do.

We pledge our commitment to these Quality principles.

August 2014

Member:

Expiry Date:

SAQI: