



Purpose, strategic direction and Quality Policy

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Our Vision:

To be a world-leading calibration and testing facility, and equipment and solutions provider for Non-destructive testing principles.

To add value to Rail Inspections in Africa.

Our Mission:

To provide industry, both locally and abroad, with **sound advice, sound equipment, sound service and calibrations for Non-destructive testing.**

Our Values:

Respect

Professionalism

Pleasant environment for both customers and employees

Policy:

H. Rohloff (Pty) Ltd management is committed to:

- To maintain a standard of excellence and integrity by ensuring that our test and measuring equipment, services, and calibrations *as well as our Rail Health Solutions* will always conform to, and where possible exceed, our customers specifications and requirements
- To maintain and continually improve the Quality Management Systems implemented to conform to ISO 9001:2015, ISO 45001:2015, ISO 14001:2018 and ISO / IEC 17025:2017.
- To comply with applicable statutory and regulatory requirements.
- This Policy will be used as a framework to set the Quality Objectives at H. Rohloff (Pty) Ltd.
- To ensure competence, impartiality and consistent operation in our calibration facility *and our Rail Health Solutions* as follows:
 - ❖ Competence
 - Ensure personnel are competent by providing training to personnel to perform laboratory *and rail health solution* activities accurately and ensure reproducible results
 - Perform on-going witnessing of activity on all personnel as planned on the Internal Audit Plan
 - Ensuring personnel have the required skills, knowledge and education to be able to execute the activities
 - Identify training needs where relevant and arrange and/or provide training as required



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❖ Impartiality

- Perform all Laboratory and *Rail Health Solutions* activities impartially
- Ensure dealings with our customers and suppliers are impartial
- Ensure impartiality between Laboratory personnel
- *Ensure Impartiality in our Rail Health Solution results*
- Identify risk to impartiality and mitigate risk when it arises

❖ Consistent operation

- Document the QMS to the extent necessary to ensure all activities are consistent, accurate and reproducible
- Perform internal audits as per the Internal Audit Plan to ensure all activities and processes complies with the requirements of *ISO 9001:2015, ISO 45001:2015, ISO 14001:2018 and ISO / IEC 17025:2017*, Accreditation Body requirements, *Certification Body requirements*, Customer Requirements and Internal Requirements
- Identify deviations from policies, procedures and processes, and to take relevant action immediately
- Perform Management Review Meetings annually and discuss the performances, improvements, and Risks.
- Identify Improvements and Risks and mitigate the risk by implementing controls needed.

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Managing Director

Farhad Valli
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