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| <br><b>SARL DELIBA</b> | <b>QUALITY MANAGEMENT SYSTEM</b>                                      | <b>Code:</b> EQ.PS00.5. 2.0       |
|  | <b>Process: Planning and Budget<br/>Commitment and Quality Policy</b> | <b>Effective Date:</b> 02-01-2024 |
|  |   | <b>Version :</b> 02               |
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## **Commitment and Quality Policy**

**Date: 02-01-2024**

Since its establishment in 1998, DELIBA has continuously developed and evolved in its field (extrusion). Located in the region of HOBBA EST, 35 km from EL OUED, DELIBA has specialized for many years in extrusion, producing various models of plastic profiles, including PVC-U pipes and PEBD/PEHD pipes.

Quality management is an integral part of DELIBA's culture and strategy to offer Customers high-quality products and services that meet their expectations.

Since implementing the quality management system, the company has made improvements to enhance the performance of its processes. Customers satisfaction is a key factor in the success and sustainability of our company.

Therefore, we must ensure the control and continuous improvement of quality to build trust with our customers and ensure their loyalty.

Our quality policy is based on the strategic directions of the company, which are:

- ✓ Ensure customer satisfaction and the satisfaction of relevant interested parties.
- ✓ Develop our business by diversifying our services.
- ✓ Improve internal and external communication by disseminating our quality policy to all staff and relevant interested parties.
- ✓ Ensure the performance of our processes.
- ✓ Maintain our strengths, which are our responsiveness and expertise.

To this end, management is committed to providing the necessary resources for maintaining and continuously improving the QMS to satisfy our customers and all interested parties.