



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.

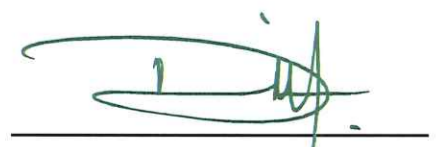




Member:

August 2014

Expiry Date:



SAQI: