

Quality Policy

QMS-PL-Q-01

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Owner	CEO	Classification	Internal
Approved By	Mahmudul Haque Azad (CEO)	Review	Annual / on change

1. Purpose

To state Craftsmen Ltd's commitment to delivering professional engineering collaboration and support services that meet client and applicable requirements, and to continual improvement of the quality management system.

2. Scope

Applies to all engineering team augmentation and embedded collaboration services, internal operations supporting client engagements, and all personnel of Craftsmen Ltd.

3. Policy Statements

1. Craftsmen is committed to supporting clients through professional engineering collaboration and technical contribution that meets agreed client requirements and engagement expectations.
2. We maintain practical governance and operational practices proportionate to the organisation's scale and service-based operating model.
3. We promote clear communication, accountability and professional conduct within all client engagements.
4. We protect confidentiality and handle client information responsibly in line with contractual obligations.
5. We comply with applicable legal, regulatory and contractual requirements relevant to our activities.
6. We set, monitor and review measurable quality objectives and pursue continual improvement of the QMS.
7. We provide the resources, competence and awareness necessary for effective quality management.

4. Roles and Responsibilities

Role	Responsibility
CEO	Provides overall direction and accountability for quality and operational governance.
D&E	Delivers engineering collaboration aligned with client requirements.
G&A	Supports administration, documentation, competence and governance.
S&M	Manages client communication and relationship coordination.
All Personnel	Apply this policy and support quality-focused engagement practices.

5. Related Documents

- Quality Management System Manual (CML-QMS-MAN-01)
- Quality Objectives
- QMS-P-12 Leadership, Policy and Roles

6. Compliance and Review

Compliance with this policy is mandatory for all personnel within scope. Non-compliance may be addressed through the disciplinary process. This policy is reviewed at least annually and whenever significant changes occur, and is approved by top management.

7. Revision History

Version	Date	Description	Approved By
1.0	23 May 2026	Initial issue.	Mahmudul Haque Azad